

THIS LETTER WITH ALL ATTACHMENTS HERETO IS SENT TO
EACH OF THE FOLLOWING INDIVIDUALS: p.1/6

TO: HONORABLE FEDERAL JUDGE, N. D. EASTERN DIV. JORGE L. ALONSO
 and Magistrate Judge Daniel Martin, Lippert v. Baldwin, 10-cv-4603
 219 S. Dearborn St. CHG. IL, 60604

- GOVERNOR BRUCE RAUNER, STATE OF ILLINOIS, 207 State Capitol, Springfield IL 62706
- IDOC, DIRECTOR JOHN BALDWIN, P.O. BX 19277, Springfield IL 62704
 AND, MEDICAL DIRECTOR LOUIS SHICKER, DR. ARTHUR FUNK
- WARDEN STEPHANIE DORETHY @ Hill Correctional Center via "institutional" mail, AND, A/W(S) MARK WILLIAMS & CHRIS McLAUGHLIN
- JOHN M. FROELICH, V.P. & CFO, WEXFORD, 501 Holiday DR. Pittsburgh PA 15220
- CAMILLE E. BENNETT, ATTY. ACLU, 180 N. Michigan Av. Ste 2300, CHG. 60601
- ALAN MILLS, UPTOWN PEOPLES LAW CTR, 4413 N. Sheridan, CHG. 60640
- HAROLD HIRSHMAN, DENTONS US LLP, 233 S. Wacker DR. Ste 5900, CHG. 60606
- JASON STEHL, RYAN WILLIAMS, AKERMAN LLP, 71 S. Wacker DR, 46FL, CHG. 60606

FROM: RONALD S. KLINER, #B77152, P.O. 1700, Galesburg IL 61402

Re: SEEKING YOUR INTERVENTION IN YOUR CAPACITY TO AVAIL
 ON BEHALF OF MYSELF DENTAL CARE NEEDED THAT DR.
 WALLACE FRANCIS STROW, JR. DDS REFUSES TO PROVIDE &
 BY SUBTERFUGE, SAID CARE SOUGHT IS NOT OF ANY
 UNIQUE OR EXTRAORDINARY CARE BUT "NEEDED" DENTAL
 CARE STROW COULD RENDER BUT WON'T AND SAID CARE
 NEEDED IS FULLY SUPPORTED BY MY DENTAL RECORDS
 AND DESPITE BEING IN THE IDOC ADMINISTRATIVE 04.03.102
 & ITS "ATTACHMENT A" STROW WHO IS A FULLY COM-
 PETENT ABLE DENTIST STILL REFUSES TO RENDER
 CARE TO ME AND OTHERS SIMILARLY SITUATED

DATED 11-1, 2017 & SENT "LEGAL MAIL" (WHERE APPLICABLE)

Dear Gov. Rauner, Dir. Baldwin, Mr. Shicker, Dr. Funk, Warden Dorothy,
 A/W Williams, McLaughlin, Mr. Froehlich, et. al.

I am writing seeking your help to please get dental care

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I need, to which is not outlandish, extraordinary or difficult to provide, is quite basic, COMMON yet DDS. STROW refuses, by subterfuges, to render to me. He simply refuses to do it, doesn't want to & it MAKES NO SENSE. I am not malingering as he tries to (label) me & my dental records support my basic dental needs & what I've SOUGHT, I've NOT SOUGHT "DRUGS" to be abused & to the contrary. NOR do I need to see a "psychiatrist" as STROW has made 'referral' for me to see & as he does to inmates who have the audacity to seek dental care or complain! Its his pattern & practice to do so.

- my gums bleed & from calculus plaque buildup I cannot remove as the dental loops sold on commissary cant do it & plaque/calculus is behind my teeth and at gum line. I floss, brush regularly, I need, as done in the past, the dentist to use his little utensils & remove whats there. Its that simple. I've SOUGHT this, wrote, filed grievances to no avail & even sought "perodontax" toothpaste. He WONT do it nor write any non formulary prescription(s) to get whats needed

- I have periodontal & gingivitis, he wont try & help, treat or give anything to help. He refuses to clean teeth. Despite HCUA LINDORFF's 12-20-16 to MR. Lavelle that "dentist is fully capable of providing teeth cleaning". (attached)

- I have "APHTHOUS STOMATIS" & its chronic & I get breakouts & despite all shown in my dental records STROW absolutely refuses to issue orabase, dental paste, or lidocaine! (I am providing copies of documents of my efforts & will out line same herein). I've SOUGHT NO "DRUGS" to abuse them, please see a letter written by Dr. James Lago, DDS dated 5-4-17 supporting what I'm saying.

You will see that in my efforts, grievances I've filed to get help Dr. Straw has utilized a subterfuge to ignore the substance of them, rubberstamped by Counselor(s) Beams, GANS & all the way to the IDOC/ARB by his saying they are "Duplicates" (I beg you read them) to a SEPT. 2001 grievance whereas that ONE grievance was about "Sensodyne toothpaste" & seeking it in a clear container to get it! "How" I ask, is that a duplicate to what the issues are now & grievances of 2017?

I was given a "MOUTHGUARD-NIGHT guard" years ago & after seeing a neurologist & temporal pain & DR. A. FUNK determined I grinded at night & I've had it all along & used it, it's been adjusted by dentists yet upon it being taken in a fact set ^{11/2017} orange crush snakedown & my seeking Dr. Straw replace it, he refuses to do so & cites "Hill CC dental does not provide the "mandibular Repositioning device repositioning service" -- it's a simple .99¢ item, to not grind teeth & he makes it out to be some complicated device! But for the seriousness of all this it would be comical -- but it's not & I suffer needlessly because a dentist who can easily render care, refuses to do so for me & others similarly situated & this is wrong & unfair & harmful & easily be rectified by those I'm writing & exercising their authority to do so & seek Dr. Straw please provide the dental care a dentist can, clean teeth, remove plaque & calculus, render periodontal care, gingivitis, treat bleeding gums, apthous stomatitis & issue easily issuable by prescription non-formulary medicines & follow IDOC directives & for treatments

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I will outline the following documents in support of my letter to you & IN SEEKING HELP & as well have written a * 9-25-17 to Warden Dorothy, A/w(s) McLaughlin & Williams OF WHICH I provided my "dental records" to showing & highlighting all cited & stated herein & attach a COPY OF MY LETTER. IT SHOULD BE NOTED I ALSO FILED A 58 pg. COMPLAINT AS TO DR. STRON TO THE "IDFPR" DATED 6/25/17. (COPIES CAN BE PROVIDED UPON YOUR REQUEST & AS WELL OF THE "dental records" SPOKEN OF & AS SENT, ETC.) ATTACHED IS THE LETTER OF * 9-25-17 STILL UNANSWERED.

- Here is a copy of IDOC AD 4.03.102 & see attachment "A" (last pg. 6 of 6) Note: OAT 1 "EMGCY TREATMENT." a. bleeding & pain c. acute periodontitis e. acute gingivitis f. acute stomatitis & cat. 11 a. oral condition, if left untreated, that would cause bleeding or pain IN the immediate future & b. oral infection of an oral condition which, if left untreated, would become acutely infected.

Despite me having these symptoms, problems & seeking help, and all IN this "AD" DDS Stron refuses to render care, why? Its not HIGHLY SPECIALIZED care but, basic dental care, Stron, is a dentist & obviously aware of the things I seek care from him for & THIS AD YET HE ABSOLUTELY refuses to render dental care or give what I need.

- Please see, a 9-20-17 dated "GRIEVANCE MEMORANDUM" signed by STRON 9-22-17 (IN response to my/a 9-19-17 GRIEVANCE WRITTEN AS TO SEEING THE NURSE PRACTITIONER 9-12-17 YET CIRCUMVENTED BY STRON TO ANSWER IT) AND IT IS REVEALING & TELLING STRON SAYING:
 "MR. KLINER'S DEMANDS & EXPECTATIONS ARE UNREALISTIC AND ARE NOT CLINICALLY ACHIEVABLE IN THIS SETTING."

BEGGING, PLEASE, TO YOUR COMMON SENSE -- "HOW" IS WHAT I've SOUGHT (NOT DEMANDED) & SEEK "UNREALISTIC" & NOT "CLINICALLY ACHIEVABLE" IN THIS SETTING? WHEN, IT IS OF THE UTMOST BASIC NEEDED DENTAL CARE, STRON, AS A COMPETENT DENTIST CAN EASILY PROVIDE & RENDER... BUT DOES NOT WANT TO! I'M NOT SEEKING DENTAL SURGERY

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but basic dental care, I pray you help me get what is needed as it is easily realistic and easily clinically curable "in this setting" because you have a "dentist" and dental assistants who can easily render dental care & issue NON formulary prescriptions -- provable & shown -- that can be done but for DR. STRAWS not wanting to do it!

consider further -

- my 2-23-17 Nurse sick call request, the 2-28-17 grievance & STRAWS 3-13-17 citing -- because I wrote a 8-30-01 grievance, as to Senso dyne, my 2-28-17 is a Duplicate grievance, I'm a "multiple complainer" & "repetitious grever", & I'm a "multiple complainer" & "repetitious grever", AND, STRAW makes it clear in a blanket -- statements: "NON-Formulary prescriptions will **NOT** be AUTHORIZED" Really? And, proper policy & procedures are being followed in this matter. (All ATTACHED) It is incredible, see the 8-30-01 grievance & the 9-24-01 J.W. Mitchell, DDS memo, that my/the 2-28-17 grievance with all in it is somehow duplicative! This is a subterfuge to deny due process & ultimately the substance of my grievance(s) & then to continue to do so for all future dental grievances! Common sense, the dental issues, concerns, needs, problems addressed in 2017 grievances are NOT duplicative because of the 8-30-2001 grievance I wrote.

- see the 2pg. nurse sick call request, the 5-22-17 grievance & STRAWS 5-25-17 citing "duplicate grievance" & "dental record" reviewed. Seriously, how can you of reviewed my dental record & conclude what you did when to the contrary had he actually reviewed it all I've cited & shown is corroborated by it!

- see the 9-8-17 nurse sick call request, & the 9-22-17 3pg grievance, and STRAWS (rec'd on 10-2-17) grievance response whereas it is absolutely incredible his taking out of context, utilizing my medical records to say what he does & outrageous to "conclude" "Hypochondriasis" & "malingering". It is delusional the assertions made

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and conclusions drawn by Dr. Strou & to misdirect and do what he is instead of rendering the care needed. (ALL ATTACHED)

- Please see my 9pg. "response" & "addendum" (4pgs) to this grievance response as it addresses fully the misdirection and subterfuge Dr. Strou employs. (ATTACHED)

This all was sent to the grievance office as well as WARDEN Dorothy & A/W(C) and the G.O. Review of 10/10/17 Assigned 18-0371 sent to Director Baldwin 10/13/17.

- Lastly, please see my 9-19-17 grievance 2pgs from seeing the Nurse Practitioner Vollmer 9-12-17 whereas I showed her & she "seen" the "APHTHOUS STOMATIS" break-out I was having as I sought help & medicine from her to no avail & to address other dental related matters, and medical. YET. DR. STROU circumvented the process evident by his 9-22-17 response (cited earlier) whereas he claims my "demands" & "expectations" are unrealistic & NOT clinically achievable in "this setting" ETC. If you didn't see & read this yourself it be UNBELIEVABLE. There is nothing UNUSUAL about "this setting" per se NOR the care sought but for Dr. Strou deeming it as such & I'm seeking your help, to each written, individually, & by whatever means you deem appropriate to get Dr. Strou to please perform the dental needs necessary & render the care & things needed to do so & collectively appeal to all of you to do so please. (Copies all attached)

I also wrote Gov. Rauner a 9-21-17 & Mr. Froehlich of Wetford to no avail. I ask you please intervene for me to get dental care plaque removal, bleeding gums, APHTHOUS STOMATIS, periodontal, gingivitis, care & medicines needed. THANK YOU for your time, consideration & attention to this matter.

Sincerely

IDFPR

w/enclosures

CC: CSL (b) Dr. James Lago
ET AL. Loewy & Loewy

Ron Kline B77152

Bruce Rauner
Governor

John Baldwin
Acting Director



The Illinois Department of Corrections

Hill Correctional Center

600 Linwood Road • P.O. Box 1327 • Galesburg, IL 61401 • (309) 343-4212 TDD: (800) 526-0844

MEMORANDUM

DATE: December 20, 2016

TO: Offender Lavelle, R58527
2B-67

FROM: L.Lindorff, RN,BS 22
HCUA

SUBJECT: Response

Per your letter dated 12-6-16 regarding services at Hill:

If your teeth require cleaning, the dentist is fully capable of providing teeth cleaning. Dental dept also provides dental hygiene education.

As for PT, the doctor has requested a PT visit for you. PT training instructions will be provided and you can perform PT either in our PT dept or in your cell depending on the instructions provided.

LII
cc/file
Dr.Bautisa,Med.Dir
Dr.Strow,DDS
D.Dean,DON

PG 1/2

MAIL
@HILLCCIDOC via Bubble a/c, closed better INSTITUTIONAL

FROM RON KLEINER #B77152, R-135, HILLCC

COPY

RE: DENIAL & NEED for dental services, care replacement of
mouthguard, being refused by dentist DR. STRON

DATED: 9-25-17

Dear Warden Dorothy, H/W Williams, H/W McLaughlin-

Reference the above I'm writing you with the hope, prayer & plea, along with supporting documentation provided, that you can please help me get what I need & to be done from Dentist DR. W. STRON as despite my best efforts I've been unable to.

I wrote a NSC for dental to Dr. Snow dated 9-8-17 seeking replacement of my mouthguard to which after the tactical shakedown on 9-21-17 was gone and again re-
treating my problems of calculus, plaque, periodontal, gingivitis, and caries sorts (cavous stomachs), and teeth cleaning, the response given is really hard to believe, "NOT a service" provided @ h.c. -- as I do not see how Dr. Snow cannot do what is necessary & as a dentist to replace my mouth-
guard, order a new one as a non-formulary & allowed to do so for the Wetford contract or send me to Cottage Hosp & see the dentist to do so as he is no different.
Refuses to provide dental services, Nonformulary prescriptions he can easily do so & for items I've been given, need & are not sold on commissary like soft toothbrush, plaque
Rinse, database & dental paste, for h.c. name 270-- and
refuses to clean my teeth, remove calculus, & my
debridements. I'm at a loss because he is a dentist
I can do these things they've been done, but he
doesn't want to do them. This is off to my detriment
as without these things it will NOT go well for me
& my teeth, problems & to needlessly suffer because
of Dr. Stron refusing to act, even bleeding gums &
soaking periodontal toothpaste (not sold on commissary)
is refused by him or to be addressed! It's remarkable
Warden Dorothy, et al.

I'm enclosing, for ease of reference, & in support
of my letter to you the following for your help
please:

AN AARP article citing "signs of your serious gum disease
Get to a dentist-- but despite a dentist I've went to
anything & ignored my problems."

2) See the/a preventive medicine 5-1-07 TR-B article & it is revealing as to how without dental care one's magnitude of dental needs, Dr. STROW's actions by his inactions is really scary as he surely knows the impact to his NOT addressing or performing the dental needs I have.

3) I wrote grievances, e.g. 7-28-17, #17-0927 & because DR. STROW claimed it was a "nuisance" to a 9-24-2001 one, it & the 5-22-17 grievance were discontinued. No one checked into this case because, per GARS, I got my dental records after 5 mos. & it shows the 9-24-01 DR. STROW cited, to deny & NOT address my 7-28-17 grievance (and ultimately my 5-22-17 because of it & his doing) was about SENSODYNE TOOTHPASTE!

3) I include a copy of my 9-22-17 grievance for reference citing all this and nothing from my dental records & B-2 TO: bleeding gums, sensitive teeth, mouthguard need for & given, (I went to a neurologist because of this) aphthous ulcers, dental paste, lidocaine, oral base, scalings, debridements, cleanings, calculus/plaque, need for soft toothbrush, abrasions & so much more.

All I'm saying is truth & supported, I'm NOT making it up & contrary to DR. STROW saying "multiple grievances" & "complaints" to label me & as to seeking dental care.

4) Here is a copy of my dental records & I've highlighted all pertinent to each page so you can see yourself. I'm telling the truth warden. How can DR. STROW ignore all this shown, documented & needed?

Warden Dorothy I do not know what you know, are aware of or not nor news, & I'm writing you to apprise you. I know you very busy but I ask, please, if you can take full time to look this over & please intervene. I get the repeat chronic cold sores & can't get medical need things I can't buy on commissary as they're not sold. Need replacement of my mouthguard, need teeth cleaning & NEVER L.A.D.O.C. has written herself the dentist does do teeth cleanings! (he WONT do them) I'm at a loss what to do & all I'm doing, I submitted my 5 mos. grievances to you & my efforts, to a warden, to get help needed. Please, you can see I'm doing what I can do as I did & now is the time IF he'd simply render, as he can & able to & as a dental care. THANKYOU! I make this plea to you & prayer, for you to intervene, respectfully from B77152

WITH
enclosures
B&P article
TR-B article
9-22-17 griev.
9-8-17 NSC
& dental resp.
1-15-04
ulcers
temporalesis
18pgs
(twosided)
dental records
1996-2014

54

DR. LAGO & ASSOCIATES
3 S. Prospect
Park Ridge, IL 60068
847-823-3441

Recd
5/30/17

05/04/2017

Re: Ron Kliner #⁷²BTI52
To Ron Kliner and Illinois Dept of Corrections

Having reviewed the grievance dated 2/28/2017 but not having viewed any records nor having seen the patient in person, I have formed an opinion.

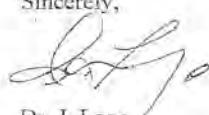
My professional opinion is based on over 25 years in hospital and private practice; on the editorial board of 2 medical magazines and having been an expert witness in the past, just to name a few.

To begin with, current ADA standard of care recommends full mouth x-rays (ADA.org page 1 table 1) or bitewings with Pan-x, for a complete initial evaluation. This procedure has been the standard since the beginning of my career in 1984. In addition, if a patient comes to my office demonstrating/complaining of bleeding gums when brushing or flossing we perform a periodontal evaluation complete with periodontal probings, to evaluate any damage to the periodontal ligaments and or osteogenic bone loss. This is to be performed together with a full mouth debridement. Further treatment is then based upon our findings to prevent more serious problems requiring possible surgery. Soft tooth brushes have always been a very strong recommendation, and the only ones dispensed in my office.

With regards to the chronic aphthous stomatitis, the repeated sloughing of necrotic tissue, is painful and can be debilitating in some cases. Over the counter topical agents, (ie Orabase) have proven very successful in treatment rather than systemic medications. "American family physicians (7/1/2000) 62 (1): 149-54." This topical agent combined with a topical anesthetic is non habit forming. "Journal of Family Practice (2011) 60 (10): 621-32."

Should you have any more questions please E-mail me @ drjago@gmail.com.

Sincerely,



Dr. J. Lago

RECEIVED
JUN 29 2017
ADMINISTRATIVE
REVIEW BOARD

Illinois Department of Corrections	ADMINISTRATIVE DIRECTIVE		Number	04.03.102
	Page	1 of 6		
	Effective	9/1/2002 Amended 11/1/2011 Amended 1/1/2012		
Section	04	Programs and Services		
Subsection	03	Medical and Health Care		
Subject	102	Dental Care for Offenders		

I. POLICY

A. Authority

730 ILCS 5/3-2-2, 5/3-7-2, 5/3-8-2, and 5/3-10-2

Department Rule 415

B. Policy Statement

The Department shall have each offender examined by a dentist upon admission to a reception and classification center or a facility designated by the Director to accept offenders with disabilities for a reception and classification center and shall provide each offender with clinically indicated treatment throughout the term of his or her incarceration.

II. PROCEDURE

A. Purpose

The purpose of this directive is to establish a uniform written procedure for the provision of dental services to offenders.

B. Applicability

This directive is applicable to all adult facilities, excluding Transitional Security facilities, and Juvenile Level One through Level Four correctional facilities within the Department.

C. Internal Audits

An internal audit of this directive shall be conducted at least semi-annually.

D. Designees

Individuals specified in this directive may delegate stated responsibilities to another person or persons unless otherwise directed.

E. General Provisions

All dental documentation shall be filed in the dental section of the offender's Medical Record.

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F. Requirements

The Chief Administrative Officer shall ensure that dental examinations of offenders are conducted in accordance with the provisions of this directive.

1. Direction

The dental services program shall be directed by an Illinois licensed dentist whose responsibilities are detailed in a written agreement, contract, or job description.

2. Initial Examination

Within ten working days after admission to a reception and classification center or to a facility designated by the Director to accept offenders with disabilities for a reception and classification center, each offender shall receive a complete dental examination by a dentist. The examination shall include the following and be documented on the offender's Dental Record, DC 7126:

- a. Charting of the oral cavity and categorization of status or treatment needs in accordance with the American Public Health Association's priorities delineated in Attachment A.
- b. For the adult facilities only, a full-mouth dental panorex x-ray that shall remain in the medical record. The panorex x-ray shall be reviewed by the dentist at the reception and classification center or, if time does not permit, at the final destination.

3. Routine Examinations

- a. Dentists shall conduct routine dental examinations every two years, regardless of age. The examinations shall be documented on the DC 7126.
- b. Routine examinations shall be scheduled for completion by the end of the offender's birth month which is **at least** two years from the last dental examination conducted by the Department. First time implementation of this scheduling procedure may result in exceeding the required frequency by less than a year.

EXAMPLE: Offender Jones was born in June and his last dental examination was conducted in August 2001. His next dental exam must be completed by June 2004. The examination is **not** due in June 2003 because less than two years would have elapsed since the last dental examination.

- c. When an examination is conducted in conjunction with ongoing, dental therapy at some point prior to the biennial examination deadline, the biennial examination shall be identified and documented.

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4. Offender Refusals

An offender's refusal of any examination or any component of the examination shall be documented and included in the Dental Record.

- a. An offender's refusal to be examined shall be documented on the Medical Services Refusal, DOC 0083, or on a copy of an approved call pass and placed in the medical record. If the offender refuses to sign the documentation, a witness shall sign and date the documentation indicating the offender refuses to be examined and to sign the refusal form.
- b. If during an examination the offender refuses any component of the examination, the person conducting the examination shall document any such refusals in the Service Rendered area of the DC 7126.

5. Dental Requests

- a. Where an offender requests a specific routine or non-emergency service, the offender may be scheduled for an appointment without a dental examination. The service shall be scheduled, but need not be performed, within 14 days of such request.
- b. An offender requesting other dental care shall be examined by dental personnel within 14 days of such request, unless the offender is already scheduled for treatment or service regarding the same complaint or service.

6. Dental Prosthetics

- a. Removable dental prosthetics shall be provided on a case by case basis as determined clinically necessary by the dentist.
 - (1) If an anterior tooth is extracted during incarceration or prosthetics that were made before incarceration become nonfunctional, appropriate dental prosthetic devices shall be provided.
 - (2) If a posterior tooth is extracted during incarceration, a prosthetic device may be fabricated but is not mandated unless three or more of the missing teeth are required for mastication.
- b. Offenders who have lost or broken a dental prosthetic through negligence shall be required to pay the dental laboratory fee for replacement. The offender shall be required to sign a Request for Payment, DC 828, authorizing the deduction of the payment from present or future funds in his or her trust fund account. The time frame for replacement shall be according to priority and availability as determined by the dentist.

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7. Dental Emergencies

Any offender in a correctional facility experiencing a dental emergency as defined by the staff dentist shall receive a dental examination no later than the next working day after the emergency occurs.

8. Specialized Dental Services

- a. Consultation and referral capability to recognized specialties of dentistry such as oral surgery shall be available and utilized as clinically indicated and subject to utilization review.
- b. Services or procedures such as endodontics, periodontics, or the continuation of orthodontic care initiated prior to incarceration may be available as determined clinically necessary by the facility dentist or Dental Director, if applicable. Factors to be considered in making the determination to approve such procedures or services shall include, but not be limited to, the priority of dental need and the availability of staff, time, and equipment. Any dispute regarding the level of service shall be resolved between the facility dentist and the Agency Medical Director.

9. On-Site Dental Services

Where dental services are provided on site, dental hours available to the offender population shall be provided in the following approximate minimum weekly ratios.

- a. Adult Closed Maximum and Maximum Security facilities and juvenile Level One facilities – 1 hour on-site dental coverage for each 40 offenders.
- b. Adult Medium Security facilities and juvenile Level Two and Three facilities – 1 hour on-site dental coverage for each 50 offenders.
- c. Adult Minimum Security facilities and juvenile Level Four facilities – 1 hour on site dental coverage for each 60 offenders.

10. Completion of Necessary Dental Treatment

All major dental treatment that in the evaluation of the dentist has the potential to require acute priority dental intervention shall be completed prior to transfer to an adult Transitional Security facility or juvenile Level Five facility, unless treatment is waived in writing by the offender for the following conditions.

- a. Missing upper or lower anterior teeth.
- b. Non-painful cavities, localized gingival involvement, or Class II, III, or IV fractured anterior teeth (see attachment A).
- c. All conditions in Categories IV, V, and VI (see attachment A).

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11. Dental Diets

Upon a direct order from the dentist, the facility shall offer special or mechanically soft diets to offenders undergoing prolonged dental procedures. The dentist shall review and re-order these diets at least every 14 days.

12. Co-Payment for Non-emergency Dental Services in Adult Facilities

- a. Offenders in adult facilities who request non-emergency treatment shall pay the Department a \$5.00 co-pay per visit. Non-emergency services are services requested by the offender and determined non-emergent by a Department dentist.
- b. At the time of the non-emergency evaluation, the offender shall be required to sign a Request for Payment, DC 828, authorizing the deduction of the co-pay from present or future funds in his or her trust fund account. Justification for co-pay shall be documented on the dental record.
- c. When the evaluation is conducted, the Health Care Unit shall submit the DC 828 to the business office for processing in accordance with Administrative Directive 02.42.105.

Authorized by:

Donald N. Snyder Jr.
Director

Supersedes:

04.03.102A-J

AD

1/1/1995

And as amended 3/1/1995 and 5/1/1997

Illinois Department of Corrections

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ATTACHMENT A**American Public Health Association
Based Categorization of Dental Patients (APHA)**

Dentist and dental hygienists shall use the following APHA based categorization of dental patients as a guide to providing dental care and for the establishment of priorities to identify and treat oral conditions

1. Category I - Emergency Treatment

- a. Bleeding and pain.
- b. Acute periapical abscess.
- c. Acute periodontitis.
- d. Vincent's infection.
- e. Acute gingivitis.
- f. Acute stomatitis
- g. Fracture of teeth (also see 3.c.).
- h. Fracture of jaw or jaws.
- i. Gaping wounds of lips and cheeks.

2. Category II

- a. An oral condition, if left untreated, that would cause bleeding or pain in the immediate future.
- b. An oral infection of an oral condition which, if left untreated, would become acutely infected.
- c. An oral condition such as edentulousness or missing upper or lower anterior teeth which presents a physical problem with mastication or a psychosocial problem with the offender's sense of well being, confidence, and adjustment.
- d. An undiagnosed or suspected oral condition such as ulcerative lesion or growth of tissue

3. Category III

- a. The presence of medium to large non-painful carious lesions.
- b. A localized gingival involvement.
- c. Class II, Class III, or Class IV fracture anterior tooth or teeth.
- d. The presence of temporary, sedative, or intermediate restorations which have deteriorated extensively.
- e. Broken or ill fitting prosthetic appliance.

4. Category IV

- a. Small carious lesions which radiographically present no imminent danger to the pulp.
- b. The need for dental restorative procedures with significant laboratory costs involved, such as cast partial dentures.
- c. Severe non-functional bite and malocclusion which involves psychosocial factors in the offender's appearance and his or her potential for adjustment (not involving orthodontic treatment)

5. Category V

- a. Radiographical absence of carious lesions
- b. Lack of clinically visible gingival irritation.

6. Category VI

No symptoms or apparent need for dental treatment related to the type of assessment or inspection performed



Illinois
Department of
Corrections

George H. Ryan
Governor

Donald N. Snyder Jr.
Director

Pontiac Correctional Center / 700 West Lincoln Street, P.O. Box 99 / Pontiac, IL 61764 / Telephone: (815) 842-2816 / TDD: (800) 526-0844

MEMORANDUM

DATE: September 24, 2001

TO: Grievance Office

FROM: J.W. Mitchell, Dental Director *JWN/JW*

SUBJECT: KLINER, B77152

Sensodyne toothpaste has never been an item issued by the Dental Clinic. Previously residents were allowed to purchase Sensodyne toothpaste from the commissary. Currently residents complaining of toothbrush abrasion are treated using a topical desensitizer available in the dental clinic and are not charged a co-pay. Whether or not Sensodyne toothpaste is placed in clear tubes and sold on the commissary is a security issue and should be addressed through security.

cc: Dr. Mitchell, Dental Director
Grievance File

Illinois Department of Corrections

COMMITTED PERSON'S GRIEVANCE REPORT

830-01	Committed Person: (Please Print)	R. KlineR	ID#: B77152
--------	-------------------------------------	-----------	----------------

Present Facility: PCC	Facility where grievance occurred NCU
--------------------------	---

NATURE OF GRIEVANCE:			
<input type="checkbox"/> Personal Property	<input type="checkbox"/> Mail Handling	Transfer Denial:	<input type="checkbox"/> Disability
<input type="checkbox"/> Staff Conduct	<input type="checkbox"/> Dietary	<input type="checkbox"/> By Transfer Coordinator	<input type="checkbox"/> Other _____
<input type="checkbox"/> Restoration of Goodtime	<input checked="" type="checkbox"/> Medical Treatment	<input type="checkbox"/> By Institution	_____
Disciplinary Report-Date		Where Issued:	

PAGE 1 - Committed person completes and sends to counselor who completes counselor response and returns to committed person. Committed person then decides whether or not to forward to Grievance Officer. Grievances on discipline go directly to Grievance Officer.

PAGE 2 - Grievance Officer completes, forwards to CAO: Cao responds and returns to committed person. Committed person then decides whether or not to forward to ARB.

THIS FORM IS NOT USED FOR PROTECTIVE CUSTODY DENIALS.

Brief Summary of Grievance:

I have been going to the dentist for tooth abrasion causing receding gumline & as such need Sensodyne toothpaste of which the dentist would give to me but according to him they cannot get it to give because it does not come ~~out~~ in a "clear" tube. The dentist said that is the reason he does not have it to give anymore.

This makes no sense whatsoever as the Sensodyne is needed for a legitimate dental need & if being in a clear tube is so important then it can be squeezed into a clear container.

Relief Requested:

That dentist be allowed to get Sensodyne so it can be given to me, be it put into a clear container but given to me nonetheless.

(Attach additional pages if necessary)

COUNSELOR'S RESPONSE

Date

Received: 9/10/01

Response: Copy sent to Health Care for review. Forward to grievance office.

Bruce Rauner
Governor



John Baldwin
Acting Director

sent to
MAR 13 2017

The Illinois Department of Corrections

111 Corrections Center
6000 North Grand Blvd. P.O. Box 1367 • Chicago, IL 60642 • (773) 553-4200 • FAX: (773) 553-4211

DATE 3/10/17
TO: *Asst. Comm. DENTAL*
FROM: *Gary Beams*

Facilities Services

Facilities Services

Kliner, Ron

B77152

DENTAL TREATMENT

The attached Grievance is being forwarded to you for review and response. Please respond to this Grievance within the required time frame, your response is needed within five (5) working days of your receipt of this form. Please review allegations and respond below. Return the completed form and all attachments to the Grievance Officer / Institutional Inquiry Board.

The duplicate grievance and dental record of Mr. Ronald Kliner, B77152, was reviewed on 3/13/2017 by this writer. The issue has been addressed in a previous grievance Mr. Kliner has filed. Mr. Kliner is a multiple complainer and repetitious griever. See grievance response on 9/24/2001. The items available to inmates in the facility commissary is an administration and security issue. Non-formulary prescriptions will **not** be authorized. Proper policy and procedures are being followed in this matter.

Dr. Wallace Strow
Dental Director

Response Submitted By: Dr. Strow, DDS Date: 3/13/2017

Mission: To serve justice in Illinois and increase public safety by promoting positive change in offender behavior, operating successful reentry programs, and reducing victimization.

Date: 2/28/17	Offender: (Please Print) RON KISNER	ID#: B77152
Present Facility: Hill	Facility where grievance issue occurred: Hill	MAR 13 2017

NATURE OF GRIEVANCE: 3/13/17

<input type="checkbox"/> Personal Property	<input type="checkbox"/> Mail Handling	<input type="checkbox"/> Restoration of Good Time	<input type="checkbox"/> ADA Disability Accommodation
<input type="checkbox"/> Staff Conduct	<input type="checkbox"/> Dietary	<input type="checkbox"/> Medical Treatment	<input type="checkbox"/> HIPAA treatment lack thereof
<input type="checkbox"/> Transfer Denial by Facility	<input type="checkbox"/> Transfer Denial by Transfer Coordinator		

Other (Specify): inadequate

 Disciplinary Report: / /

Date of Report:

Facility where issued:

Note: Protective Custody Denials may be grieved immediately via the local administration on the protective custody status notification.

Complete: Attach a copy of any pertinent document (such as a Disciplinary Report, Shakedown Record, etc.) and send to:

Counselor, unless the issue involves discipline, is deemed an emergency, or is subject to direct review by the Administrative Review Board. Grievance Officer, only if the issue involves discipline at the present facility or issue not resolved by Counselor.

Chief Administrative Officer, only if EMERGENCY grievance.

Administrative Review Board, only if the issue involves transfer denial by the Transfer Coordinator, protective custody, involuntary administration of psychotropic drugs, issues from another facility except personal property issues, or issues not resolved by the Chief Administrative Officer.

Summary of Grievance (Provide information including a description of what happened, when and where it happened, and the name or identifying information for each person involved): I put in a sick call request on 2-23-17 to see the dentist for the following: 1) I have chronic "aphtous stomatitis" (THIS IS DOCUMENTED IN MY MEDICAL FILES & RECORDS WITH EVEN THE MEDICAL DIRECTORS INVOLVEMENT PT. OBSTET @STA WHEREAS I'm prescribed VIT. C 500 mg, and via the Dentist Dr. MITCHELL, DR. GARG prescribe as dentists orabase, dental paste & even lidocaine) this breakout was on my upper left gums & very painful, 2) gingivitis upper left gums and bleeds when brushing teeth 3) periodontitis from untreated gingivitis 4) chronic plaque "calculus" buildup lower front teeth (nothing sold ON commissary to get it out & attempt to prevent it, I brush 3x daily & use the commissary sold dental loops, the toothbrush sold does not prevent gum disease that I have to use by buying it & no "soft" toothpaste is passed out on a weekly basis nor state soap or toothbrushes as is atypical at other IDOC facilities (eg: STA, MCNA) the dental loops break & are inadequate, 5) no "soft" toothbrush is offered, given, or sold either.

I got a pass to see Hill Hosp. for 9:30 AM on 2-27-17 & went, the dental office is a dental "nurse" & the dentist & there is no dental hygienist to clean teeth, THE nurse had my pass & I never got to sit in the dental chair, or be examined by the dentist who was nearby listening to our conversation that ensued, THE nurse said there was "nothing they could do as to my chronic "aphtous stomatitis" & that at Hill, here, "we don't do that" as to my request for orabase, dental paste, I cannot give you that, I showed her my expired 2012 orabase tube & explained this had been prescribed (cont)

Relief Requested: THAT WHAT IS cited herein please be addressed & for prevention of further dental problems; what is needed be prescribed (as well as what can be sold on commissary) & for chronic aphtous stomatitis, chronic calculus buildup, gingivitis, periodontitis, bleeding gums, no soft toothbrush, dental picks, plaque rinse, dental floss, orabase, dental paste, be prescribed and available for sale on commissary

 Check only if this is an EMERGENCY grievance due to a substantial risk of imminent personal injury or other serious or irreparable harm to self.

Offender's Signature

B77152

2/28/17

ID# Date

(Continue on reverse side if necessary)

Counselor's Response (if applicable)

Date

Received: / /

 Send directly to Grievance Officer Outside jurisdiction of this facility. Send to Administrative Review Board, P.O. Box 19277, Springfield, IL 62794-9277

Response:

Print Counselor's Name:

Counselor's Signature:

Date of Response: / /

EMERGENCY REVIEW

Date

Received: / /

Is this determined to be of an emergency nature?

Yes; expedite emergency grievance
 No; an emergency is not substantiated. Offender should submit this grievance in the normal manner.

Chief Administrative Officer's Signature

/ /

Date

pg. 2 2-28-17 Grievance; Kline B77152 7-A-55 HST

WHEN I WAS AT STA & by dental & how is it possible that with THIS shown & in my medical records the dentist here couldn't give me what I needed? Her reply was, "we don't do that here" I explained nothing is sold on commissary to address these needs & even if it was the Wexford contract allowed for doctors to prescribe things needed regardless. The dentist said we don't do that here & I appealed to common sense as to what could I do if you won't give me & prescribe what's needed? I cited NO dental floss is sold, plaque rinse, dental picks as is sold available at DIXON CC IDOC (as served by same "WEXFORD" as is at Hill & throughout all IDOC facilities) the dentist said "maybe you should transfer there" & nurse said how long have you been here? (4months) why can't dental floss, plaque rinse, dental picks, toothpaste that supports stopping gum disease be sold & why can't you ask, as dental, that commissary sell these items? The nurse said, "we tried but they don't listen to us" & I cited I'd wrote a Ms. Millard in commissary appx 2-4-17 (never heard back nor for size 6 1/2 boots to be ordered & sold to me as my size not available) & sought these items. (shavers) be sold to no avail. I asked the nurse & dentist why can't you at least use your utensil to pick out the "calculus deposits", "we can't do that/don't do that here" the atypical seemingly boilerplate reply. how can bleeding gums be ignored? NO exam either! As to the need (due to my obvious ailments & conditions) of a soft toothbrush the nurse said "we can't give you one". It is apparent the mentality, for unknown reasons, is to do nothing, give nothing and attribute it to "we don't do that here" -- what is truly the difference of what care, services, what is & can & should be prescribed by dental because it's here, as said, when it's Wexford nonetheless same same Wexford as throughout Illinois IDOC, & when supported by your dental & medical records? There are, as I, those with long sentences (despite my being innocent) and need of dental care, etc. NO examination was done for had it turned of been no "plausible deniability" because without the cursory exam necessary & if done it would be incumbent on the dentist to do something, prescribe what's needed & address my needs & concerns but regardless my medical records & what's been done do so & cannot be ignored. The nurse had in her hands my request listing my needs & what was wrong & the dentist looked at it yet did nothing echoing what the nurse was saying & citing "transfer to DIXON", etc. As to getting my teeth cleaned -- nurse cited "not doing" "by a mandate from 1997" All cited herein is truthful & accurate as best as I can recollect & under penalties of perjury. I'm also attaching a copy of the "request form" & "pass" itself, FYI. As to all else cited same can be confirmed in my medical records you have access to & via HCUA Liholoff.

Also, in discussing the cited items needed & not sold nor offered, & the nurse saying what she did, I cited, if "security concerns" (ie: "dental floss" cutting thru bars, etc. fallacy & NO bars here!) they sell "shaving BIC RAZORS" on commissary! Surely the dental items could be sold -- for dentist prescribe what's needed!

B77152

ILLINOIS DEPARTMENT OF CORRECTIONS

SICK CALL REQUEST

Hill Correctional Center

via med box
@ 1-A

NAME: RON Kliner #: B77152 DATE: 2-23-17

CELL HOUSE LOCATION: 1-A-55

I wish to be seen on sick call for the following problem:

1. Nurse sick call for the following health care:

X 2. **Dental Problems** Can I please see you for:

Toothache lost filling, dentures, cavity.

1) I have ~~acute~~ chronic
aphthous stomatitis & upper left
gums & painful

3. **Renew Medication**

2) gingivitis when upper left gums & bleeds
4. **Eye Doctor** 3) periodontitis from untreated
gingivitis

5. **Copies of Medical Records**

List:

4) chronic plaque / calculus
buildup in lower front teeth
nothing sold at commissary to
get it out & prevent it, I brush
3x daily & use dental loops.

6. **Mental Health Services**

5) I need a "soft" toothbrush
(not sold commissary)

7. **Other:**

DO NOT WRITE BELOW THIS LINE

Date Received: _____

Nurse Initials _____

See progress notes for NSC

Date _____ Request slip sent to _____ Department _____

HIL 0047
Revised 09/2008

ILLINOIS DEPARTMENT OF CORRECTIONS
RESPONSE TO OFFENDER'S GRIEVANCE

Grievance Officer's Report

Date Received: March 22, 2017

Date of Review: March 24, 2017

Grievance # (optional): 17-0927

Offender: Kliner, Ron

ID#: B77152

Nature of Grievance: Medical; dental

Facts Reviewed: The grievance is dated 2/28/17. Inmate Kliner states that he signed up to see the dentist on 2/23/17 for chronic conditions that are documented in his records. He states that Hill C.C.'s Commissary doesn't sell soft toothbrushes, or toothpaste that prevents gum disease. He states that he went to the HCU on 2/27, and observed that there is no dental hygienist on staff. He states that he never sat in the dental chair and wasn't seen by the dentist, who merely listened to his conversation with the dental nurse. He states that he was told that nothing could be done for his "aphthous stomatitis" and that Hill C.C. wouldn't honor his request for Orabase dental paste, even though he showed proof that it was prescribed at Stateville C.C. He states that he was told "we don't do that here". He states that he pointed out that no "placavate rinse", dental floss or floss picks are sold in the Commissary here, but are provided at Dixon C.C., to which the dentist replied, "maybe you should transfer there". He states that the nurse told him that they tried to ensure that these things are sold in the Commissary but "they don't listen to us". He states that he wrote to CSS Millard on 2/4/17 (no reply given) about these items, to no avail. He states that he asked dental staff if they could at least use their instruments to pick out his "calculus deposits" but they said they couldn't. He states that he received no examination. The grievant states that his records will verify his statements and that this reviewing officer can access those records through HCUA Lindorff. He attached copies of his call pass, request to be seen, and two pages from an unidentified book explaining periodontal disease. As relief, he requests that these issues be addressed and that his teeth be cleaned.

Counselor Beams responded on 3/17/17, stating that, according to the dentist (Dr. Strow), the grievance is a duplicate of a prior grievance, and that administrators decide what is and isn't sold in the Commissary. He stated that non-formulary prescriptions are not authorized, and that proper policy and procedure were followed in this matter.

The grievant attached a response to the counselor's response, stating that the grievance is not a duplicate, and that his Orabase expired in 2012. He voiced the same complaints about HCU staff and his medical condition, but, again, attached no documentation, such as copies of his medical records, in support of his allegations. The grievant is reminded that the grievance form itself states that offenders are to "Attach a copy of any pertinent document". The grievant instead chose to remind staff that they can obtain access through other means, which is common knowledge.

According to A.D. 04.03.102, an offender can request specific routine or non-emergency services, such as teeth cleaning. Such services may be scheduled, but are not required to be performed.

The Hill C.C. Commissary sells dental floss loops, mouthwash, two kinds of toothbrushes and found kinds of toothpaste.

*Reid
7/14/17
from Hill C.C.
records
(copy)*

Recommendation: Based on Dr. Strow's review of all available information, it is the recommendation of this reviewing officer that the grievance be DENIED. The grievant attached no documentary or other evidence in support of his contentions. If the grievant chooses to forward this grievance to the ARB for further consideration, he is advised to attach any such documents to the grievance.

Steve Gans, C.C. 2

Print Grievance Officer's Name

Grievance Officer's Signature

(Attach a copy of Offender's Grievance, including counselor's response if applicable)

Date Received: 3/24/17

 I concur

 I do not concur

 Remand

Comments:

Chief Administrative Officer's Signature

Date

Offender's Appeal To The Director

I am appealing the Chief Administrative Officer's decision to the Director. I understand this appeal must be submitted within 30 days after the date of the Chief Administrative Officer's decision to the Administrative Review Board, P.O. Box 19277, Springfield, IL 62794-9277. (Attach a complete copy of the original grievance, including the counselor's response, if applicable, and any pertinent documents.)

Offender's Signature

ID#

Date

VIA 1A
Med BXY2
ILLINOIS DEPARTMENT OF CORRECTIONS
SICK CALL REQUEST
Hill Correctional Center

attm:

DDS DR. Strow
NURSE Gillam

NAME: Klinep, R #: B77152 DATE: 5/15/17

CELL HOUSE LOCATION: 1A 55

I wish to be seen on sick call for the following problem:

1. Nurse sick call for the following health care:

2. **Dental Problems** I wrote you 2-23-17 & saw you 2-27-17 though you did toothache lost filling, dentures, cavity. nothing AND my dental records & medical show I have

3. **Renew Medication** CHRONIC APHTHOUS STOMATIS & I'm going through another bout of this & upper lip (left) & yet nothing sold

4. **Eye Doctor** commissary for this relief & it hurts eating. I've been prescribed lidocaine in the past

5. **Copies of Medical Records** @ STA & Postice & it coats List: the sores & alleviates pain. ALSO prescribed "Aclovir" (sic). the "orabase" I have is turning to yellow (prescribed @ STA) & expired

6. **Mental Health Services** (as I told you) 12/2012 & I need a new tube or something from you to

7. **Other:** deal with this reoccurring problem that won't go away. The triamcinolone dental PASTE I have expired 6/2015 (prescribed @ STA) & WHY CAN'T YOU HELP ME & ISSUE PRESCRIPTIONS (NONFORMULARY OR NOT) especially with nothing sold ON COMMISSARY. I HAVE NO ONE ELSE TO TURN TO. Please HELP !

DO NOT WRITE BELOW THIS LINE

Date Received: _____

Nurse Initials _____

See progress notes for NSC

Date _____ Request slip sent to _____ Department _____

Via 1A
med BXILLINOIS DEPARTMENT OF CORRECTIONS
SICK CALL REQUEST
Hill Correctional Center

2/2

AHN

DDS DR. STROW
NURSE BILLAHNAME: Klimer, R. #: B77152 DATE: 5/15/17
CELL HOUSE LOCATION: 1A55

I wish to be seen on sick call for the following problem:

1. Nurse sick call for the following health care:

X

FROM MY 2-23-17 TO YOU THE gingivitis

2. **Dental Problems** upper left GUMS & bleeding
Toothache lost filling, dentures, cavity. & when brushing
still happens & Nothing sold on commissary

3. **Renew Medication** like "peridental", can
you prescribe it please? And peridental

4. **Eye Doctor** being left untreated & why?
Also, I can't be expected to remove the

5. **Copies of Medical Records** curonic plaque
List: buildup & "calculus" (cited in my
dental records) in back of my front
teeth & in front of my teeth

6. **Mental Health Services** for nothing is sold
in commissary to do this & can you

7. **Other:** prescribe accordingly please?
Dental "Loops" are inadequate & do not work
nor toothpastes sold. None are for plaque!
And NO SOFT toothbrushes dental picks/piles
or plaque rinse. Please exercise your
dental authority to write a nonformulary prescription &
DO NOT WRITE BELOW THIS LINE HELP ME.

Date Received: _____

Nurse Initials _____

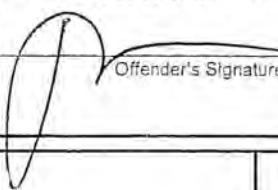
See progress notes for NSC

Date _____ Request slip sent to _____ Department _____

ILLINOIS DEPARTMENT OF CORRECTIONS
OFFENDER'S GRIEVANCE

FA-55

Via 1-A grievance box

Date: 5-22-17	Offender: (Please Print) RON Kliner	ID#: B77/52
Present Facility: Hill	Facility where grievance issue occurred: Hill	
NATURE OF GRIEVANCE: 5/23/17		
<input type="checkbox"/> Personal Property <input type="checkbox"/> Mail Handling <input type="checkbox"/> Restoration of Good Time <input type="checkbox"/> ADA Disability Accommodation <input type="checkbox"/> Staff Conduct <input type="checkbox"/> Dietary <input type="checkbox"/> Medical Treatment <input type="checkbox"/> HIPAA DENTAL <input type="checkbox"/> Transfer Denial by Facility <input type="checkbox"/> Transfer Denial by Transfer Coordinator <input checked="" type="checkbox"/> Other (specify): _____ <input type="checkbox"/> Disciplinary Report: / / Date of Report Facility where issued		
Note: Protective Custody Denials may be grieved immediately via the local administration on the protective custody status notification.		
Complete: Attach a copy of any pertinent document (such as a Disciplinary Report, Shakedown Record, etc.) and send to:		
Counselor, unless the issue involves discipline, is deemed an emergency, or is subject to direct review by the Administrative Review Board. Grievance Officer, only if the issue involves discipline at the present facility or issue not resolved by Counselor. Chief Administrative Officer, only if EMERGENCY grievance. Administrative Review Board, only if the issue involves transfer denial by the Transfer Coordinator, protective custody, involuntary administration of psychotropic drugs, issues from another facility except personal property issues, or issues not resolved by the Chief Administrative Officer.		
Summary of Grievance (Provide information including a description of what happened, when and where it happened, and the name or identifying information for each person involved): I wrote a 2 pg SICKCALL request dated 5-15-17 to the dentist; (Rec'd stamped 5-16-17, & 5-17-17 by "Dental Dept" & with no "Nurse initials" (likely Robin G. dental)), I cited my previous 5/c Req of 2-23-17 where I was called to dental & never even examined. (2-27-17). IN MY 5-15-17 I complained of the chronic APHTHOUS STOMATIS (canker sores) & going thru another bout (upper lip left & also thereafter left side of my tongue) & how nothing sold on commissary for this & sought help by dentist as it hurts when eating & how I'd been prescribed by dentist lidocaine gel/or, orabase & dental paste to deal with it, the pain & while eating. I cited how the orabase I had from STA expired 2012 & triamcinolone 6/2015. NOT ONLY WAS I NOT called by DDS STROW--NOR to address complained of bleeding gums/upper left side, chronic plaque, gingivitis or periodontal disease IN MY 5/c REQUEST--Nurse Robin G. (her handwriting) cited as to my request NON formulary prescriptions needed & to exercise your authority as dentist to do them "NON Formulary prescription will NOT be authorized" & "return to sender" / this is ludicrous as is DR. STROW's notations in my dental Records citing: "multiple complainer" "multiple griever" "dupl. grievance" (I wrote 1 grievance dated 2-28-17 ONLY) as to cleaning teeth & plaque removal DR. STROW refuses & ROBIN G. citing, NOT mandated "transfer to another facility" "NOT Available" THIS IS ILLEGAL!		
Relief Requested: Clearly DR. STROW does NOT want to be a dentist nor do what he can to alleviate pain & address my problems & concerns, NOR EVEN CLEAN TEETH--CAN I BE SENT TO COTTAGE HOSPITAL to see a dentist WHO WILL PLEASE & GET THE HELP I NEED & ADDRESS MY PROBLEMS, PRESCRIBE WHATS REQUIRED INRESPECTIVE OF NON-FORMULARY NOR IF OR NOT SOLELY ON COMMISSARY. IF DR. STROW WONT DO HIS JOB--WHAT CAN I DO TO GET HELP? & PLEASE DESCRIBE ROBIN G. FULL NAME & TITLE & DR. STROW'S PRACTICE. THANK YOU.		
 Offender's Signature		ID# B77/52 Date 5-22-17
(Continue on reverse side if necessary)		

Counselor's Response (if applicable)	
Date Received: / /	<input type="checkbox"/> Send directly to Grievance Officer <input type="checkbox"/> Outside jurisdiction of this facility. Send to Administrative Review Board, P.O. Box 19277, Springfield, IL 62794-9277
Response: _____	

Bruce Rauner
Governor

John Baldwin
Acting Director



MAY 25 2017

The Illinois Department of Corrections

Hill Correctional Center
600 Linwood Road, P.O. Box 1327 • Galesburg, IL 61401 • (309) 343-4212 TDD: (800) 526-0844

GRIEVANCE MEMORANDUM

DATE: 5/23/17

TO: *ffcu A* *DENTAL*
FROM: Gary Beams
Clinical Services

SUBJECT: GRIEVANCE REFERRAL

Inmate: *Kliner, Ron*

IDOC #: *B77152*

Grievance Issue: *DENTAL issue*

The attached Grievance is being forwarded to you for review and response. In order to finalize this Grievance within the required time frame, **your response is needed within five (5) working days of your receipt of this form.** **Please review allegations and respond below.** Return the completed form and all attachments to the Grievance Officer / Institutional Inquiry Board.

The duplicate grievance and dental record of Mr. Ronald Kliner, B77152, was reviewed on 5/25/2017 by this writer. The issue has been addressed in a previous grievance Mr. Kliner has filed. See grievance response on 3/13/2017 and 9/24/2001. Proper policy and procedures are being followed in this matter.

Dr. Wallace Scrow
Dental Director

Response Submitted By: *Dr. Scrow, DDS* Date: *5/25/2017*

Mission: To serve justice in Illinois and increase public safety by promoting positive change in offender behavior, operating successful reentry programs, and reducing victimization.

ILLINOIS DEPARTMENT OF CORRECTIONS

Administrative Review Board
Return of Grievance or Correspondence

Offender: Kliner _____ Last Name: Ron _____ First Name: _____ MI: _____ B77152 ID# _____

Facility: Hill _____

 Grievance: Facility Grievance # (if applicable) Not provided _____ Dated: 5/22/2017 _____ or Correspondence: Dated: _____Received: 6/29/2017 _____ Regarding: Medical - Dental care
Date _____

The attached grievance or correspondence is being returned for the following reasons:

Additional information required:

- Provide your original written Offender's Grievance, DOC 0046, including the counselor's response, if applicable.
- Provide a copy of the Response to Offender's Grievance, DOC 0047, including the Grievance Officer's and Chief Administrative Officer's response, to appeal; if timely.
- Provide dates when incidents occurred.
- Unable to determine nature of grievance or correspondence, submit additional specific information. Please return the attached grievance or correspondence with the additional information requested to: Administrative Review Board
Office of Inmate Issues
1301 Concordia Court, Springfield, IL 62794-9277

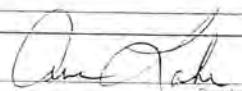
Misdirected:

- Contact your correctional counselor or Field Services regarding this issue.
- Request restoration of Statutory Sentence Credits to Adjustment Committee. If the request is denied by the facility, utilize the offender grievance process outlined in Department Rule 504 for further consideration.
- Contact the Record Office with your request or to provide additional information.
- Personal property and medical issues are to be reviewed at your current facility prior to review by the Administrative Review Board.
- Address concerns in a letter to: Illinois Prisoner Review Board, 319 E. Madison St., Suite A, Springfield, IL 62706

No further redress:

- Award of Supplemental Sentence Credits are discretionary administrative decisions; therefore, this issue will not be addressed further.
- Administrative Transfer denials are discretionary administrative decisions; therefore, this issue will not be addressed further.
- Not submitted in the timeframe outlined in Department Rule 504; therefore, this issue will not be addressed further.
- Administrative Review Board received the appeal 30 days past date of Chief Administrative Officer's decision; therefore, this issue will not be addressed further.
- This office previously addressed this issue on 6/5/2017 _____ Date _____
- No justification provided for additional consideration.

Other (specify): These issues were addressed in grievance #17-0927.

Completed by: Ann Lahr _____
Print Name _____7/18/2017
DateDistribution: Offender
Inmate Issues

D:\Programs\Microsoft\Office\Office 2010\Word\Forms\

DOC 0070 (Rev 9/2017)

VIA
1-A MED
BOX

ILLINOIS DEPARTMENT OF CORRECTIONS

SICK CALL REQUEST

Hill Correctional Center

SEP 11 2017

NAME: Kliner, R. #: B77152DATE: 9-8-17CELL HOUSE LOCATION: 1-A-55DR. WALLACE
STROW

I wish to be seen on sick call for the following problem:

1. Nurse sick call for the following health care:

DDS

SEP 10 2017

2. Dental Problems

Toothache lost filling, dentures, cavity.

orange CRUSH SHAKEDOWN ON TH. 9-7-17

3. Renew Medication resulted in my "MOUTHguard" being taken & this was made

4. Eye Doctor for me for "grinding teeth" & resulting "temporalesis."

5. Copies of Medical Records
List: You need to get another one made please, call me

They also took my dental

6. Mental Health Services Loops for flossing, you wont address calculus & plaque

7. Other:

that are curonic & in my dental records & is building up, nor remove it, And,

I still have periodontal & gingivitis and canker sores you refuse to help me & its been 1 year from my last teeth cleaning @ STATEVILLE. Its all in my medical dental records.

DO NOT WRITE BELOW THIS LINE

Date Received: _____

Nurse Initials _____

See progress notes for NSC

Date _____ Request slip sent to _____ Department _____

VIA 1-A GRIEV. BOX		ILLINOIS DEPARTMENT OF CORRECTIONS OFFENDER'S GRIEVANCE	
COUNSELOR(S) OF PERIODIC BEAMS & GRIEVES DUE TO CONDITIONS FOR 130 SUBJECT OF GRIEVANCE			
Date: 9/22/17	Offender: (Please Print) RON KLINER	1A55 #P313	ID#: A77152
Present Facility: Hill	Facility where grievance issue occurred: Hill		
NATURE OF GRIEVANCE: 9/25/17		8/1/3	
<input type="checkbox"/> Personal Property <input type="checkbox"/> Staff Conduct <input type="checkbox"/> Transfer Denial by Facility <input type="checkbox"/> Disciplinary Report: / / Date of Report		<input type="checkbox"/> Mail Handling <input type="checkbox"/> Dietary <input type="checkbox"/> Transfer Denial by Transfer Coordinator <input type="checkbox"/> Restoration of Good Time <input type="checkbox"/> Medical Treatment	
<input type="checkbox"/> ADA Disability Accommodation <input type="checkbox"/> HIPAA DENIAL BY DDS <input checked="" type="checkbox"/> Other (specify): WALLACE STRAW TO REPLACE MY NIGHT MOUTH GUARD <small>AND OTHER dental problems ignored by</small>			
<small>Note: Protective Custody Denials may be grieved immediately via the local administration on the protective custody status notification. HMC</small>			
<small>Complete: Attach a copy of any pertinent document (such as a Disciplinary Report, Shakedown Record, etc.) and send to:</small>			
<small>Counselor, unless the issue involves discipline, is deemed an emergency, or is subject to direct review by the Administrative Review Board. Grievance Officer, only if the issue involves discipline at the present facility or issue not resolved by Counselor. Chief Administrative Officer, only if EMERGENCY grievance. Administrative Review Board, only if the issue involves transfer denial by the Transfer Coordinator, protective custody, involuntary administration of psychotropic drugs, issues from another facility except personal property issues, or issues not resolved by the Chief Administrative Officer.</small>			
<small>Summary of Grievance (Provide information including a description of what happened, when and where it happened, and the name or identifying information for each person involved):</small> <p>I HAVE HAD, PROVIDED TO ME BY "dentist" WITHIN IDOC, A NIGHT MOUTH guard for grinding of teeth after seeing my (then) DR. ARTHUR FUNK (a PCC & deaturoo) & being sent to a neurologist, & having temporalesis, with impression taken 6-24-98 & "WAX bite" done 6-30-98 & given said NIGHT MOUTH guard 7-20-98 to which from then & as recently of 2010 (as it is with adjustments made to it after dental procedures & in 2013 also) ON 9-7-17 IN AN old orange crush tactical UNIT SHAKEDOWN & upon determining my mouth guard WAS MISSING / TAKEN (GOOD KNOWS WHAT) I wrote DDS STRAW A 9-8-17 SICK CALL REQUEST seeking to have it replaced (copy attached) & AS TO OTHER dental problems to which I GOT THE FOLLOWING RESPONSE:</p> <p>"UNFORTUNATELY "MOUTHGUARDS" IS NOT a service provided at Hill CC. Replacement FLUSS HOOPS can be purchased in commissary. REMEMBER TO BRUSH & FLOSS daily. Have a nice day" Robin A (DA)". LEFT UNADDRESSED UPS my calculus & plaque & bleeding JP NEEDING to be removed, the periodontal, gingivitis, canker sores, YOU excuse to help me & its been 1yr from last teeth cleaning. Its all IN my medical records. I am suffering needlessly due to a unwillingness of WALLACE STRAW as a dentist to do what a dentist</p> <p>THAT I BE FITTED, SIZED, FOR A REPLACEMENT MOUTHGUARD & IN LIGHT OF ALL RELIEF REQUESTED: HEREIN & MEDICAL dental records supporting same & AS IF DDS STRAW WILL NOT PROVIDE THIS "SERVICE" I BE SENT OUT TO AN OUTSIDE DENTIST WHO CAN AND THAT I BE RENDERED NEEDED DENTAL CARE AS SOUGHT HEREIN & NEEDED & SUPPORTED BY MY DENTAL RECORDS TO WHICH DR. STRAW REFUSES & ALSO "RE-REVIEWS" FOR ERRATIVES OF 2-28-17 & 5-22-17 BECAUSE STRAW FALSELY DECLARING THE 2-28-17 TO BE A "DUPLICATE" WAS WRONG & DONE TO DENY ME DENTAL CARE & HE VIOLATED DUE PROCESS BY DOING SO & HE REPRIMANDED AS SUCH.</p> <p><input type="checkbox"/> Check only if this is an EMERGENCY grievance due to a substantial risk of imminent personal injury or other serious or irreparable harm to self. MY GRIEVANCE OF 2-25-17 WAS NOT A DUPLICATE FROM A 9-24-17 "RESPONSE" FOR THAT CSLS BEAMS & GRIEVES NOT BE REVIEWING THIS GRIEVANCE & RUBBERSTAMPED THE FALSE DUPLICATE</p>			
<small>Offender's Signature: John Frost Date: 09/29/2017</small>			
<small>Claim by DR. STRAW & myself violating my due process rights. (Continue on reverse side if necessary) RECD 10/2/17 TO 6.O. VIA 1-A BOX</small>			

Counselor's Response (if applicable)			
Date Received: 09/26/2017	<input type="checkbox"/> Send directly to Grievance Officer	<input type="checkbox"/> Outside jurisdiction of this facility. Send to Administrative Review Board, P.O. Box 19277, Springfield, IL 62794-9277.	
<small>Response: See attached grievance response from Dr. Straw, and include it with any further submission of this grievance.</small>			
Print Counselor's Name: John Frost	Counselor's Signature: 		Date of Response: 09/29/2017

EMERGENCY REVIEW			
Date Received: / /	<small>Is this determined to be of an emergency nature?</small>		
<input type="checkbox"/> Yes; expedite emergency grievance <input type="checkbox"/> No; an emergency is not substantiated. Offender should submit this grievance in the normal manner.			/ / Date
Chief Administrative Officer's Signature			

6nev. dated 9/22/17

ILLINOIS DEPARTMENT OF CORRECTIONS
OFFENDER'S GRIEVANCE (Continued)

Klimer B77152

NOT only can do but should yet he Refuses to do so as also the "dental Asst" ROBIN G. & citing various excuses such as "NOT mandated", "we don't do that here" "Transfer" "NOT service provided @ Hilltop" & one must wonder why NOT & how can this be allowed to continue with irreversible harm to me & to others to not get the dental care needed, required & sought. Clearly I need a night guard & other dental care sought. Nurse Practitioner Vollmer herself on 9-12-17 examined my mouth & saw first hand my breakout of ulcers, sores, cankers & aphthous stomatitis & I apprised her of Dr. Straw & his NOT willing to help me as to this, calculus, periodontal, gingivitis, plaque buildup, bleeding gums to no avail NOT willing to give lidocaine, orabase, dental paste, as has been DONE & THAT MY MOUTH GUARD IS gone, & needs replacement. DR. WALLACE FRANCIS STRAW, JR. HAS been a dentist & licensed to practice since 10/4/1985 & license # # 019019873 & clearly has a wealth of years of dental experience & to easily do & perform what's needed to be done & get addressed YET HE Refuses to do so & for excuses given to NOT do so. My issues are valid & please see the recently obtained dental records, on 9-15-17 (after seeking them since April 2017) & I'M pointing out herein, from them, supporting this grievance & these are issues, problems, dental, addressed by dentists in IDOC & supporting further my needs for same dental care Straw refuses > copies of BII attached 6-28-96 sensitive, bleeds, 9-4-96 polished, 10-31-96 history viral outbreaks pathology (nightguard), 1-22-97 Benzocaine ointment, APHTHOUS ULCERS, 1-24-97 sent 2pt's benzocaine topical for APHTHOUS ULCERS, 1-21-97 ULCERS per nurse, 1-31-97 mouth ulcers "order for 2% viscous lidocaine", 4-15-98 ADVISED to use soft brush & sensitive toothpaste, 5-29-98 scaled & polished, 6-24-98, 6-30-98, 7-26-98 (nightguard) impressions, wax bite, delivery, 9-11-98 FU PT doing well, much better tension in muscles right side face subsided, 2-24-99 polish, scale, 5-8-97 APHTHOUS ULCER upper left, 4-24-97 2% Lido, 10-22-97 "patient should be seen by Neurologist", 6-28-99 Lidocaine 2% viscous for mouth sores, 12-21-99 polish & scaled, 7-13-01 tooth brush abrasion < 9-24-01 "RESPONSE TO 'SENSODYNE' GRIEVANCE" 9-9-02 sent lidocaine viscous 2%, 11-19-04 0- calculus noted, 4-21-05 0- ulcers present on buccal mucosa, area 24, 25, 26, patient suffering from RECURRENT APHTHOUS ULCERS use topical lido, will try & order but it is a nonprescription which requires authorization, 6-8-05 dental reveals lidocaine FU PT with cold sores RX Lidocaine viscous 2% one bottle, 4-25-06 pt does have toothbrush abrasion, 7-20-06 "CALCULUS SCALED", 6-25-08 mid Horizontal Bone loss, 2-4-11 recurrent decay, 7-11-12 RX ORABASE, 8-2-12 Periodontal problems with 31, 32, 11-8-12 scaling, perio probe most area 3 or less, pt to get nightguard after fill 21, 5-9-13 ADD for nightguard & 6-19-13, 7-25-13, 7-31-13, 7-31-13 TRIAMCINOLONE DENTAL PASTE GIVEN APHTHOUS ULCERS AND NIGHT GUARD, 12-13-13 Calculus noted lower ANT full mouth debridement done ultrasonic scales used 6-6-14 calculus buildup noted & removed with Hand SCALERS, 12-73-13 cleaning done, ALSO- 1-15-04 "ulcers temperatusis" STA med screening. Clearly supported by my dental records I was finally given after some 5 mos of inordinate delay, what I've complained

OICV dated 9/29/17

ILLINOIS DEPARTMENT OF CORRECTIONS
OFFENDER'S GRIEVANCE (Continued)

P11/17/17 B77152

of, sought help for treatment & medications is valid fit is inexcusable, but for if DR. STROW WONT a dentist, DDS strow refusal to help me & provide dental care.

And, herein & now & for following reasons, I
 * Re-state & with all attached thereto & made a part thereof, my Grievance(s) dated #2/28/17 misconstrued by none other than DR. STROW, DDS as a "DUPLICATE" (IT WAS NOT a duplicate as STROW cited & CSL's Beams/GANS didn't verify) to a 9-24-01 "dated" grievance (there was NO 9-24-01 grievance & there was a 9-24-01 "response" & per dental records citing, "9-24-01 response to SENSODYNE grievance") All in my 2-28-17 grievance & as to seeking dental help for/from 2-27-17 dental appointment & a 223-17 sickcall request was IGNORED BY STROW (rubberstamped by Beams & GANS) & was in fact NOT duplicative using a grievance from 2001 as to sensodyne -- DR. STROW committed a fraud upon the grievance process & to NOT address substance of my 2-28-17 grievance & as he used this said fraud was relied upon to disallow my *5-2-17 grievance as to seeking dental care & help from my 5-15-17 sickcall request to which AWD/IDOC then relied on to cite, 7-18-17 "these issue were addressed in grievance #17-0927 (the 2-28-17 grievance!) What a fraud & scam perpetrated & allowed, & despite my citing the 2-28-17 grievance was no duplicate, yet GANS & Beams ignored, didn't check & easily could of & ruled in my favor to ALLOW my grievances instead of what they did thereby circumventing my rights to due process & violating my due process rights as did DDS. STROW. If Dr. STROW wont help me, address my dental needs & provide care I need & replacement of NIGHTGUARD, I seek to be sent to dentist at Cottage Hospital for dental care, medication(s), needs I have evident & NIGHTGUARD replacement please.

And, due to content, conflicts & allegations herein this grievance "NOT" be reviewed by CSL(s) Beams & GANS nor by DDS

STROW who is biased & subject also. Contrary to DR. STROW I AM NOT a "complainant" & multiple grievance is legitimate, valid & FACTUAL. All exhibits cited herein follow & made part hereof

W/ ENCLOSURES & EXHIBITS
OUR EDPPR & COMPLAINTS 6-25-17 @ to DDS STROW
CSL(S) ET AL, ILLINOIS STATE DENTAL SOCIETY

Have a nice & blessed day,
"SMILE"
THANK YOU.

Grievance Response

Rec'd
10/2/17
RK

The substantially same repetitious grievance, as well as other documents, and dental record of Mr. Ronald Kliner, B77152, was reviewed on 9/22/2017 by this writer. Mr. Kliner has submitted false information in writing, a DR 504.333 offense. The issue has been addressed in a previous grievance Mr. Kliner has filed. See grievance response on 9/22/2017, 5/25/2017, 3/13/2017 and 9/24/2001 attached. Mr. Kliner was last seen on 2/27/2017 for a dental appointment at his request. Previous examinations reveal that the subjective complaints are inconsistent with the objective discoveries. Mr. Kliner showed no signs and symptoms of distress.

Decisions on the necessity of specialized dental treatment, such as mandibular repositioning devices, are not made by the offenders. These are clinical decisions made by the dentist(s) at the facility. Mr. Kliner does not meet evidence-based criteria for this specialized dental treatment. Mr. Kliner demonstrates behaviors produced with the goal of obtaining unnecessary dental/medical treatments and prescription medications. No clinical indication exists at this time for the dental/medical treatments or the drugs he is demanding.

The items available to inmates in the facility commissary is an administration and security issue. Non-formulary prescriptions will not be authorized. Magnification of symptoms to justify a prescription by fraudulent assumptions is an essential feature of malingering.

In 1987, Mr. Kliner was apparently hospitalized at Lutheran General Hospital and prescribed Lithium because he was deemed "hyper." The record shows that Mr. Kliner has a history of being "anxious." Mr. Kliner continues to repeatedly insist upon treatment for his chronic pain complaint of right temporal headaches. This complaint is first documented in September, 1997. Mr. Kliner then "requested an MRI because other inmates told him that he might have an aneurysm." The record shows on the same day, "he was doing 200 jumping jacks apparently in his cell."

Dr. Dhupelia referred Mr. Kliner for a neurology consult on 11/05/1997. The referral describes Mr. Kliner "with complaint of right temporal headaches, with minimal relief. No objective findings. No history of migraine headaches-self or family. No history of trauma. No evidence of TMJ syndrome. History of MRI in 1989-90-negative."

Mr. Kliner presented to O.S.F. St. James Hospital Specialty Clinic Neurology complaining of persistent headaches. Dr. Herman Dick conducted a thorough neurological evaluation of Mr. Kliner on 4/14/1998. In conclusion, Dr. Dick wrote, "No neurological abnormalities were discovered."

Out of staff concern for Mr. Kliner's health, safety and welfare, a Mental Health Services Referral was requested on this date. A Psychiatric Referral to the on-site psychiatrist will be made at the first available opportunity to evaluate Mr. Kliner.

Grievance Response

The greater medical need at this juncture is to identify an effective non-pharmacological treatment. Cognitive Behavioral Therapy (CBT) applied to chronic pain may be helpful if this is not a case of hypochondriasis or malingering.

Hypochondriasis (ICD-9 300.70)

"The predominant feature of this disorder is an unrealistic interpretation of physical signs and sensations as abnormal, leading to a preoccupation with the fear or belief in having a serious disease. These unrealistic fears and beliefs persist despite medical and dental reassurance and cause impairment in social and occupational functioning. The preoccupation may be with bodily functions or with minor physical abnormalities that the patient interprets as symptoms or signs of serious disease. More than one organ system may be involved simultaneously."

Malingering (ICD-9 v65.2)

"The essential feature of malingering is the voluntary production and presentation of false or grossly exaggerated physical or psychological symptoms. The symptoms are produced in a conscious and voluntary pursuit of a goal, having obvious benefit to the individual (for example, to avoid work or military conscription, obtain financial compensation, evade criminal prosecution, or obtain drugs)."

The issues that Mr. Kliner chronically experiences may not be of dental origin. Mr. Kliner may have underlying mental health issues which are demonstrated by his catastrophizing, delusional, disproportionate and emotionally exaggerated response behaviors and beliefs.

Mr. Kliner has been educated on proper personal oral hygiene practices with no apparent positive improvement. Mr. Kliner is aware, and per orientation manual, he needs to sign up for urgent dental issues with NSC. To date, no requests have been received by the dental department nor requests made through nurse sick call. Proper policy and procedures are being followed in this matter.

Dr. Wallace Strow
Dental Director

To: Grievance Office @ Hill CC
AND to Counselor OTHER THAN
GANS DUE TO CONFLICT(S)
ALSO SUBJECT OF GRIEVANCE

(AND) DIR. WALKER / IDOC / ARB
SP961d ON: 10/13/17
*Griev. # 18-0371
for APPEAL

FROM: RON KLINER, #B77152, I-A-55, Hill CC / IDOC (COPY)
RE: my RESPONSE, WITH "ADDENDUM" ATTACHED AND MADE PART HEREOF
response to grievance dated 9-22-17 and also responding
to Dr. WALLACE FRANCIS STROW, JR. Dentist & HIS 2
page "grievance response" as a "Dental Director"

DATED: 10/3/17 and via grievance Box @ I-A pg. 1/9

Reference the above and in seeking review & ultimately
appeal thereof in support hereof consider the following:

I wrote this grievance as to dental concerns, matters, issues
and to get needed dental care and as well to get a re-
placement mouthguard taken/missing from 9-7-17 tactical shake-
down, and to get grievances of 2-28-17 & 5-22-17 "re-reviewed"
in light of Dentist Strow (Straw) falsely claiming they were
"duplicates" & to NOT address them since he claims because
there was a 9-24-01 grievance response, about sensodyne, he
didn't have to, of course to ignore the relevance & substance to
the 2 grievances in doing so, circumventing due process &
getting the dental care & needs, and to which (CSL(S) Beams,
GANS "rubberstamped", with all written, shown, documented ignored
& ultimately relied upon by IDOC/ARB.

Needless to say, CSL Frost didn't respond to anything &
instead attached "grievance response from Straw" instructing
to "include it with any further submission of this grievance."
AND in Straw's 2pg "grievance response", pg.1 par.1 IN
citing "grievance response see on 9-22-17, 5-25-17, 3-13-17 & 9-24-01
& it says, "attached." Yet, NONE of these documents were
attached, as they should of been as cited & I've written CSL
Frost for them & as they were part of Straw's

10/3/17

response should of been for how can I attach Strow's "attachments" to his response & in my seeking review and appealing if they haven't been given to me? ~~(X)~~ I will attach them if Frost gives them or his response to my seeking these attachments.
~~(X)~~ HAVING received them I've attached them & in the "addendum" hereto! I will address each paragraph of STROW'S RESPONSE
 * page 1 of 2, par. 1:

My grievance is not the same, nor repetitions but Strow's actions, pattern & practice to do what he has, say what he says & how is repetitions & to not provide needed dental care. Nor, have I submitted "False information" & AS one cannot be written a ticket for allegations made in a grievance & STROW's DR.504.333 threat is misguided. I fear not the truth & of all I've stated supported by my dental records to which Strow ignores.

*Assigned griev. #
17-0927

Strow falsely asserted grievance dated *2-28-17 with CSL Beam's 3-17-17 response was a "duplicate" from a 9-24-01 grievance & to ignore all in this from putting in a 2-23-17 sick call to see the dentist & doing so 2-27-17 (I do NOT know where & how Strow got the "dates" he cited)

THE 9-24-01 grievance is noted in my dental records that Strow fraudlently & falsely applies to purport "duplicate" to my 2-28-17 grievance, AT marked page 7, "RESPONSE to sensodyne grievance enclosed" How Strow could construe it as he did is evidence of his willingness to FALSELY DO SO AND PROVIDING FALSE INFORMATION for even if the 9-24-01 "response" was exactly as the 2-28-17 "grievance" (IT WAS NOT) it was made some 16+ years ago & this is as preposterous of then citing this FALSE "duplicate" label to my 5-22-17 grievance with CSL Beam's citing 6-2-17 per "Dentist this is a duplicate grievance" response was done on 3-13-17" as the 5-22-17 was for & from my sick call Reg. dated 5-15-17 to dentist and

10/3/17 10/3/17
 I was never called or examined by STROW!
 (again I don't know where Strow gets the dates
 he cited from)

THE OTHER GRIEVANCE CITED BY "STROW" IS A 9-19-17 ONE
 & PERTAINING TO & FOR/ FROM MY SEEING Nurse Practitioner ^{Vollmer} 9-12-17
 & HER SEEING WITH HER OWN EYES THE PAINFUL EVIDENT "APHTHOUS
STOMATIS" IN MY MOUTH & DOING NOTHING, JUST LIKE STROW,
 & AMONGST OTHER MEDICAL ISSUES THEREIN SAID GRIEVANCE,
 AND ESL BEAMS RESPONSE OF 9-26-17 CITING, AMAZINGLY--
"DENTIST STATES THIS IS A DUPLICATE GRIEVANCE... ADDRESSED
ON 5-25-17 & 3-13-17. THE RECORD SHOWS DENTAL CARE IS
APPROPRIATE." HOW THIS IS POSSIBLE IS BEYOND ME & STROW
 IS A DENTIST, MENTAL HEALTH PROFESSIONAL, NURSE PRACTITIONER &
 PSYCHIATRIST ALL IN ONE! STROW IS NOT WHO I SAW 9-12-1
NOR WHOM THE GRIEVANCE IS ABOUT! VOLLMER SAW THE
 BREAKOUT OF SORES IN MY MOUTH & STROW IGNORES MY
 CHRONIC (AMONGST ALL ELSE TOO) APHTHOUS STOMATIS &
 YET HE CLAIMS, AND IRRESPECTIVE OF ALL SUPPORTED
 IN MY DENTAL RECORDS & SHOWN CLAIMS IN HIS
 RESPONSE, "PREVIOUS EXAMS REVEAL THAT THE SUBJECTIVE
COMPLAINTS ARE INCONSISTENT WITH OBJECTIVE DISCOVERIES. MR.
KLINER SHOWED NO SIGNS AND SYMPTOMS OF DISTRESS."

I WROTE STROW A SICK CALL REQUEST DATED 9-8-17
 AS TO MISSING MOUTH GUARD, ALL IN MY DENTAL RECORDS,
 PLAQUE, PERIODONTAL, GINGIVITIS, CANKER SORES, & CITED
 YOU REFUSED TO HELP ME. AND, NEED MOUTHGUARD REPLACED,
 & GET AN ASININE "SERVICE NOT PROVIDED", SERIOUSLY,
 READ WHAT STROW HAS SAID, READ WHAT I'VE SAID,
 SHOWN, & WRITTEN WITH MY DENTAL RECORDS & CLEARLY YOU
 CAN SEE THE TRUTH & WHO HAS PROVIDED FALSE INFORMATION
 AND IT IS NOT ME IT IS STROW.

11/17 10/3/17
 THE 2-27-17 exam was for calculus/plaque bothering me I couldn't get out with dental loops & all else cited in the 2-28-17 grievance I wrote. Straw refused to use his utensil to remove the plaque & HELP me. The calculus remains, the aptuous stomatis is chronic, painful when eating & hurts, periodontal disease continues untreated, gingivitis, bleeding gums too & without dental care, I think Straw hates inmates & thinks he should provide minimal to no care at all. I filed complaints against him with Illinois Dept. Financial & Professional regulation -- they are pending.

* par. 2 pg 1 of 2

I'm not seeking Straw give me, for the 1st time, a "Moutrugvard" (his mandibular repositioning device?) I seek what I had be replaced & as justified to have the moutrugvard until taken 9-7-17 & it was for grinding teeth right side & temporalesis & was given to me. Dentists already gave it to me & I as an offender? per Straw, am NOT making the "decisions" Straw is to deny replacing the moutrugvard? Straw is an outright fabricator & liar as to saying I demonstrate the behaviors he cites & nowhere in my dental & medical records has this ever been shown & to the contrary. And, as to "no clinical indication exists at this time for the dental/medical treatments or the drugs" he is demanding

whose demanding anything? Is he crazy? The canker sores in my mouth, documented in my dental records & seen by N.P. Vollmer & chronic are my imagination? calculus, plaque, bleeding gums, periodontal & abrasions, gingivitis -- are all imagination? NOT

Par. 3 pg 1/2:

Something is disturbingly wrong with STROW for him to declare "non formulary prescriptions will not be authorized." -- for exactly these non formulary are what should be ordered, done & given but for his obstinance to do so & has been & were done by dentists before him & in my dental records!

I have NOT "magnified" anything I am only pursuing dental care STROW refuses. STROW cites "frivolous assumptions" & "is an essential feature of malingering" -- WHO HAS Malingered? My dental records are malingering false documents! Ridiculous. STROW's assertions & his review is delusional compared to the FACTS.

* par. 4 pg. 1 of 2 & par 5, 6 also:

How is any of this relevant even if true as to my dental problems, needs & care supported by facts & my dental records?

STROW violates "HIPAA" by going into my medical records & makes false conjecture to attempt to support his psychological analysis he surely is not qualified to make! If I am anxious, so what? Or, hyper? What does it have to do with anything & doing 200 jumping jacks in 1997!!!???

I went thru a series of doctors, diagnosis & whatnot for & from the temporal PAIN. Irrespective of what STROW says, or other results, I never said I had "TMJ" syndrome & so what if an MRI was negative in 1989-90?

Despite DR. DICK'S "NO neurological abnormalities were discovered" surely doesn't change the fact

p6/1 10/3/17

I was made a nightguard, had/have grinding teeth, & Dr. ARTHUR FUNK (now a District Medical Director) saw to it & concluded temporaries & issued "flexeril" (Straw ignores all this!) & years later Neurontin. Straw ignored (at pg. 4 of dental records) 9-11-98 V: FO PT doing well much much better
tension in muscles on right side on face has
subsided PX says nightguard fits well." The "night guard" was delivered to me 7-20-98 & How is it, taken 9-7-17 by & through no fault of mines, shouldn't be Replaced & by Straws misguided, false accusations & interpretations so obvious & painfully shown & supported by my dental records -- yet his dental assistant cited "not a service provided" & Straw doesn't say this in his grievance response he did & wrote & what he does say is so misdirected & mischaracterizes everything as well as prejudicial, slanderous, & inflammatory to avoid the reality & truth & substance stated, cited & shown. Straw does everything he can to avoid the issues in my grievances & abrogates his duties as a dentist & what follows is absurd to say the least!

* PAR. 7 pg. 1 of 2 & PAR. (S) 1, 2, 3, 4 pg 2/2:

Straw, out of "staff concern" & for my "health, safety & welfare" requests a mental health services referral & psychiatric referral to on-site psychiatrist at first available opportunity to "evaluate" me!

P7/1

10/3/17

this is wonderful & I can only hope STROW is paying for it because it is nothing but by STROW's design, pattern & practice doing this & as to me & the does it to any inmate seeking dental care he perceives as a multiple grinner & complainer!

CAN STROW JOIN me for this meeting?

If STROW is truly concerned for me then why not replace the needed mouthguard? Provide soft tooth brush needed, "perodontax" toothpaste, plaque rinse, prescribe orabase, dental paste, lidocaine -- as was & has been done for OPTIMUS STOMATIS cankers/cold sores, clean my teeth 1x a year, remove chronic calculus & plaques I cannot, address bleeding gums, periodontal disease, treat it, gingivitis? Does STROW really care for me, my health, safety & welfare? His actions, not measured by "referral" to a psychiatrist, show contrary!!! with such concern for me shown by STROW I HAVE, and others, NO dental care from a dentist!

Is STROW a psychiatrist, nurse practitioner, dental director (madeup title) or what? Now he is citing "Hypochondriasis" & "malingering" & claiming the "greater medical need at this juncture" is to identify an effective non-pharmacological treatment & applying Cognitive Behavioral therapy (CBT)! How come no previous dentists see what STROW claims? Because all I've shown is FACT & dental records tell else is truth & fact STROW chooses to ignore to not provide needed dental care. HOW IS IT OK to not get teeth cleaning? Per STROW, a dentist he won't do it.

PS/2

10/3/17

Where have I, as Straw suggests, in my "underlying mental health issues" catastrophized, am delusional, with disproportionate & emotionally exaggerated response behaviors & beliefs?

Put yourself in my shoes & with dental problems & need for care Straw is denying -- what would you do? pursue? The recourse is this grievance process as its not like I have choices to see dentist other than Straw! I strongly suspect prejudices displayed by Straw due to the influx from maximum security prisons by transfer(s) to institutions like Hill CC where he is the dentist & used to inmates with short sentences & NOT having to provide care to a class of inmates, like me with natural life, needing dental care as I do & this is unacceptable to him, a dentist, for to clean teeth & render what's needed is seemingly beneath him, this is evident by his actions, inactions & reactions.

Straw's assertions I've been "educated" on proper oral hygiene "with no apparent positive improvement" is insulting for if no apparent improvement how is it my fault when STRAW refuses to provide what's needed, formulary or not, dental care? I'm set up for failure & Straw seals it by his actions.

P9/9

10/3/17

Finally -- again, STROW misrepresents & just because he (says) it doesn't make it so, saying "to date NO requests have been received by dental or sick call nurse, etc. proper policy & procedures are being followed in this matter.

So, its my imagination? See the 9-8-17 NURSE SICK call, the 2-23-17 one, the 5-15-17 one, I've tried to avail myself of dental care & help to no avail & even attempted it at gen med clinic w/ Nurse Pract. Vollmer. 9-12-17 I showed her my mouth & she saw the painful canker sores & I wrote my 9-19-17 grievance as to this (more) & STROW responded to it!

In the 5-22-17 grievance I even had a review by an outside dentist Dr. James Lago (5-4-17) but since Strow falsely cited "duplicate" & everyone rubberstamped his misrepresentation it was ignored. Maybe someone will fairly read all this & help me the pain, suffering needlessly & so that said care will prevent further problems sure to come.

Genuinely
Ron Kimer
B77152

COST ~~AMENDMENT TO THE PETITION~~ ~~Plaintiff 077152~~
 DATED 03-7 FOR 9-28-17 GRIEVANCE
 AND C.R. REQUEST FOR SIMON DRS. RESPONSE, TO/FOR C.R. (EDOC)AR8

HAVING received the 10-3-17 dated connector FROST
 response to my 10-2-17 specifying the "ATTACHMENTS" 4
 SIROW put with his "GRIEVANCE RESPONSE" I take ~~8~~
 given documents to fully support all stated
 in my 9-28-17 response & in addition to it state the
 following in support thereof and as well attach
 hereto the documents.

- 1) See the 9-24-01 "memo" from dental DR. T. M. Mitchell
 to which based on SIROW HAS PERPETRATED A FRAUD
 by utilizing it to somehow declare my grievances
 made 2-28-17 to be a "duplicate" THE 9-24-01 memo
 was only about Sensodyne toothpaste!
- 2) See a copy of the 8-30-01 grievance to which this
 memo was done from. Compare it to my 2-28-17
 grievance & ask -- How in Gods name is the 2-28-17
ALL IN IT & as to dental care needed a duplicate
compared to the 8-30-01 grievance & 9-24-01 memo?
 Clearly the substance in full of my 2-28-17 grievance
 is much much more than what is in this 8-30-01
 & the 9-24-01 memo!

SIROW circumvented due process, ignored the substance
 of my grievances in & of 2017 & denied & denies
 me the dental care I need & documented in & from
 dental records. He committed a fraud upon me & this
 grievance process & subsumed by C.H.S./B.C.N.S.
 all the way to EDOC/N.R.B & my grievances of 2017,
 indeed, are NOT duplicate & SIROW rendered "false
 information"!

AND SEE THE 3-13-17 by 10001 response to which he
 cited PURIN (Grievance Refusal) & lied, that to respond
 to my 2-28-17 grievance he cited & stated it was a duplicate
 & was addressed prior in response of 9-24-01 /
 You can see how all is subsumed by SIROW in this
 Subterfuge & deception as does he did.

He selectively & surgically took 1 issue that
was in my 2-28-17 grievance, as to toothpaste &
killed it, by using a 9-24-01 response that was
about sensadyne & to declare the whole 2-28-17
(+ grievances ultimately afterward) "duplicate"!

And his "blanket" non-founded "non formulary prescriptions will **NOT** be authorized & without individual med & analysis applied.

Further, in this document SIROW "falsely" calls me a "multiple complainer" & "repetitious grever" & I filed ONE grievance some 17 years ago & how am I what he says? What he wants to do is to tell me I filed zero grievance & not 1?

Also, I wrote the grievance of 9-17-17 + as
to NURSE VOLLMER & seeing nurse practitioner on
9-12-17 + it is conceivable what I know about +
evident by the 9-20-17 grievance initiated by C.R.
Replies whereas he declared the "GRIEVANCE ISSUE"
as (accurately) NURSE VOLLMER & STRAW crossed
it out + declined it "DENTAL" & when he
reviewed the 9-17 grievance completely circum-
venting the process, the process of forcing me
to have my grievance of 9-17-17 closed +
properly! This is wrong + pertaining to this I've
written the C.D. (Sous) to get this grievance
fully + properly heard + reviewed as it was about
Nurse Pract. VOLLMER & NOT STRAW per se!

AND, Straw, by saying, "no kin" is encouraged to specie a 2d opinion upon his release from PRISON; while I'm INNOCENT & purring exonerations, presently I have natural life -- is extremely cruel & in-
sensitive by saying what he did!

LASTLY, IN STRAWS "response" HE makes comments based on, out & from "excerpts of my medical records & documents (he obtained & without my permission & in violating, HEPRA) but upon reviewing the documents themselves & in context, is clear to see how HE misconstrued misinterpreted them to somehow paint a picture & support his delusional associations of "hypochondriasis" & malnutrition.

See PR Docs 4.1.18 to DR. D'Amelio (@ PCC Straw cites from, read it & reflecting in it & in full context & because I couldn't get medical help (unlike Straw refusing to be a physician & provide dental care) & went through a series of medical exams, procedures & medicines resulting in being given the MOUTHGUARD! Straw, sidesteps, ignores this with his statement HE indicates that "is misapplied upon full exam, while NO "neurological abnormalities were discounted" per DR. DICK, it did lead to THE HELP & got Straw's pg. 1/2, para

4, 5, 6 clearly portray Straw's bias, ignorance & falsely claiming "our" or "staff concern" for my health, safety & welfare, etc. to refer me to a Psychiatrist is misguidad. why didn't HE instead help me & provide dental care?

Made a point before I include a letter I wrote & sent, with my dental records to all 3 wardens (@ 11/1 & appearing to them, I've yet to FWD to DR. DICK. And, pg 4 of this addendum is a list of all documents included & shown to me w/ the 3 docs in the by & from (unseen) DR. DICK & PCC. #77152

friendly

p4/4

List of all documents mentioned as per
of first the "ADDENDUM" before you since 2008
Kinder Blouse & as received from CSH. Frost
provided to him by STROW.

1. letter to CSH Frost 12/2/17
2. His response 13/2/17 w/ 7 documents from STROW
3. Pgs 35, 36 (10037) & 38 "C.L.T."
4. 11-5-97 consult neurology Dr. BURGESS
5. Dr. BURGESS 4-14-98 to BURGESS
6. 12-30-97 DR. A. FUNK consult neurologist
7. dated 3-3-17 STROW resp to BURGESS 3-16-17
for/from my 6-28-17 statement
8. the 9-24-01 memo to/from G.H.W. 8-30-01
9. the 8-30-01 letter
10. the 6-15-17 statement
11. 6-23-17 NSC for DDS record 2-24-17 10037 8-23-17
12. Hospital pass 3-27-17 to DDS
13. 3-26-17 SIP Dental recd
14. 5-02-17 dated memo from BURGESS for G.H.W. dated 5-22-17
15. 5-15-17 STROW 6-23-17
16. the letter memo 9-20-17 re: to & from KELLY VOLUME
of 6/29/17 to BURGESS 7-20-17 circumstantial
invoiced by STROW
17. the 9-19-17 statement 11-20-17 to 9-12-17 above.
18. the 5/4/17 NSC statement, 2pgs
19. the 7-3-17 NSC to STROW re: neurologist
20. copy of 7-10-17 to G.H.W. above!
21. copy 2pg letter to BURGESS (8-24-01)

ILLINOIS DEPARTMENT OF CORRECTIONS
RESPONSE TO OFFENDER'S GRIEVANCE

Grievance Officer's Report

Date Received: October 6, 2017Date of Review: October 10, 2017Grievance # (optional): 18-0371Offender: Ron KlinerID#: B77152Nature of Grievance: Other/Dental - replacement of night-mouthguard

Recd
10/12/17
RK

Facts Reviewed:

1) grievance dated 9/22/17 submitted by offender Kliner B77152 grieves that his previously authorized night-mouthguard was taken by the Orange Crush and the dental department is not replacing it. Mr. Kliner B77152 has attached many pages of support to his grievance and many pages of response to the counselors response. The grievant complains that some of his previous grievances - which he attaches - are not duplicates and that his dental issues are documented and need to be addressed. The relief that is requested in this grievance is identified in the opening paragraph of this 3 page grievance where offender Kliner B77152 claims that he wants the night-mouthguard replaced.

2) a counselor's response dated 9/29/17 states that there is a response from Dr. Strow attached and that the grievant should include that response with any further submission of this grievance.

This grievance officer did review the grievant's response to the counselor's response and find that previously unresolved dental issues have now been compounded by the taken-missing night-mouthguard.

This grievance officer did contact the dental department and it was confirmed that the Hill CC dental department does not provide the 'mandibular repositioning device' service.

TO ARB - (NOTE ALL DOCUMENTS COPIED, ARE DONE TWO-SIDED &
THIS WAS DONE BY COUNSELOR(S) @ HILL & AS TO ME, TO YOU,)
PLEASE SEE THE ATTACHED HEREWITHE 10/3/17 9 pg. "RESPONSE" AND
"ADDENDUM" THEREOF (4pgs) TO Grievance Officer AND
Dir. WALKER, IDOC/ARB FOR YOUR REVIEW WITH ALL
DOCUMENTS INCLUDED WITH THIS APPEAL. Please help
me get the dental care I need. THANKYOU! *

Recommendation: Based on a review of all information presented this grievance officer recommends that this grievance be considered DENIED. The balance of this grievance deals with matters from previous grievances and can only be appealed to the ARB as the decision/s of the CAO are the facility's final decision on the grievance subject presented.

* ALSO PLEASE NOTE THE PENDING ONGOING CIVIL LITIGATION IN LIPPERT, ET.AL. V. BALDWIN, ET.AL, 10CV4603 a class action on behalf of all prisoners in IDOC for medical care & dental needs, N.D. JUDGE JORGE L. ALONSO,

Lyle Hawkinson, CLAS-II

Print-Grievance Officer's Name

Signature

(Attach a copy of Offender's Grievance, including counselor's response if applicable)

Chief Administrative Officer's Response

Date Received: 10/11/17

I concur

 I do not concur Remand

Comments:

Chief Administrative Officer's Signature

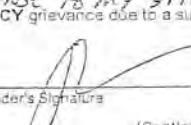
10/11/17
Date

Offender's Appeal To The Director

I am appealing the Chief Administrative Officer's decision to the Director. I understand this appeal must be submitted within 30 days after the date of the Chief Administrative Officer's decision to the Administrative Review Board, P.O. Box 13277, Springfield, IL 62794-3277. (Attach a complete copy of the original grievance, including the counselor's response, if applicable, and any pertinent documents.)

Distribution: Master File, Director

B77152 10/13/17
AND SENT PRIVILEGED MAIL
ON SAME DATE

Date: 9/19/17	Offender: (Please Print) Ron Klinner	ID#: B77152	
Present Facility: Hill	Facility where grievance issue occurred: Hill		
NATURE OF GRIEVANCE: 9/20/17		9/2	
<input type="checkbox"/> Personal Property <input type="checkbox"/> Staff Conduct <input type="checkbox"/> Transfer Denial by Facility <input type="checkbox"/> Disciplinary Report: 1 1		<input type="checkbox"/> Mail Handling <input type="checkbox"/> Dietary <input type="checkbox"/> Transfer Denial by Transfer Coordinator <input type="checkbox"/> Restoration of Good Time <input type="checkbox"/> Medical Treatment	<input type="checkbox"/> ADA Disability Accommodation <input type="checkbox"/> HIPAA <input checked="" type="checkbox"/> Other (Specify) <i>Gen med w/ STOMATIS</i> <i>Nurse Pract. Volmer on 9-12-17</i>
Date of Report:		Facility where issued:	
Note: Protective Custody Denials may be grieved immediately via the local administration on the protective custody status notification.			
Complete: Attach a copy of any pertinent document (such as a Disciplinary Report, Shakedown Record, etc.) and send to: Counselor, unless the issue involves discipline, is deemed an emergency, or is subject to direct review by the Administrative Review Board. Grievance Officer, only if the issue involves discipline at the present facility or issue not resolved by Counselor. Chief Administrative Officer, only if EMERGENCY grievance. Administrative Review Board, only if the issue involves transfer denial by the Transfer Coordinator, protective custody, involuntary administration of psychotropic drugs, issues from another facility except personal property issues, or issues not resolved by the Chief Administrative Officer.			
Summary of Grievance (Provide information including a description of what happened, when and where it happened, and the name or identifying information for each person involved): <i>I received a pass to see Nurse Practitioner MS Volmer on 9-12-17 8AM. This was, per her for a "gen med" clinic. In hand examined by Dr. Volmer & presented to her seeking help for the following issues: A. I had a breakout of "APHTHOUS STOMATIS" CLEFT UNADDRESSED by Drs. Wallace Francis straw & ignored) which hurt & is painful & painful to eat & I explained to N. A. how it hurt, how it was chronic & how the dentist straw wouldn't do anything to help me & I seek her help & medicine, nitocaine, ibuprofen, lisinopril, dental paste & she examined me & looked in my mouth, saw the sores & would not give me anything for the pain or topical & instead cited to give me "Zantac" for "reflux" & I had not complained of reflux & get tums & famotidine & explained all this to NO AVAIL. REFLUX HAS NOTHING TO DO WITH WHAT IS happening & I explained its chronic & in my mother's side. This is weird, odd & bizarre to get Zantac for cancer sores to which entered history is in my dental & medical records for this & I've had Zantac previously & still have had cancer sores chronic & told Dr. Volmer this, my problem & pain was left untreated. I brought up the fact orange crush took my mouthguard for grinding & temporomandibular & I needed a replacement & been to an outside neurologist while in PCP & features who diagnosed me but she didn't address it - why? what does that mean? who will address it? as to Lubiprostone for dry skin & being hypothyroid went address it. as to ongoing problem neck itch - won't address it. as to right lymph node pain under left arm - won't address it! as to seeking no say no began diet - won't address it</i>			
Relief Requested: THAT ALL medical issues & complaints herein this grievance be addressed, followed up on by Dr. Bautista & be treated properly & NOT left with "I WON'T ADDRESS IT" AS I PRESENTED ALL HEREIN TO NURSE Practitioner Volmer at a gen. med. appointment, ALSO THAT COUNSELOR WHO REVIEWS THIS GRIEVANCE TALK TO MS. VOLMER & NOT RELY SOLELY ON HCUF DIRECTOR'S RESPONSE TO MY GRIEVANCE AS S/he HAS NOT SEE ME VOLMER 01/01			
<input type="checkbox"/> Check only if this is an EMERGENCY grievance due to a substantial risk of imminent personal injury or other serious or irreparable harm to self.			
 Offender's Signature		B77152 ID# 9-19-17 Date	
(Continue on reverse side if necessary)			

Counselor's Response (if applicable)	
Date Received:	<input type="checkbox"/> Send directly to Grievance Officer <input type="checkbox"/> Outside jurisdiction of this facility. Send to Administrative Review Board, P.O. Box 19277, Springfield, IL 62794-9277
Response:	
Print Counselor's Name	Counselor's Signature
Date of Response:	

EMERGENCY REVIEW	
Date Received:	Is this determined to be of an emergency nature? <input type="checkbox"/> Yes, expedite emergency grievance <input type="checkbox"/> No, an emergency is not substantiated. Offender should submit this grievance in the normal manner.
Chief Administrative Officer's Signature Date	

as to seeking "renewals" of toris, famotidine, saline solution, motrin 400s for shoulder pain (surgery 7/6/17), talnafate + micomazole + tylenol wont address + gave me by script + triamcinolone multi-dose spray which is different + NOT same as saline solution for my dry sinuses + I tried to explain why I get saline + how it helps me, I cited shoulder "clicking" pain + how orange crust took my static pillow + pillow that helped me keep my shoulder "up" while sleeping + this was ignored "wont address now" (when?) I told her about my calcified plaque buildup periodontal + gingivitis + as to indications of problems in blood w/tn plaque + heart + NOT address now + I told her about dentist show wont help me. I told her + showed her my right foot + pain due to untreated (only given moleskin) bunion + need to see podiatrist. Again - NOT address now! The atypical cometic response it seems.

Dr. Vollmer apprised me of "TSH" results @ 1.98 for thyroid but would not address other issues + needs for further tests + treatments, adrenal glands, hashimoto, hypothyroidism, AB 974, + cortisone + as I was denied (by herself, Dr. Ritz, Hill CC) "Followup" by endocrinologist who'd address my thyroid issues as no endocrinologist here, not chronic clinic for same + to determine causes of hypothyroidism + harm to thyroid by leaving unaddressed + issues of hypothyroid too. "WONT address now". This is crazy but for seriousness.

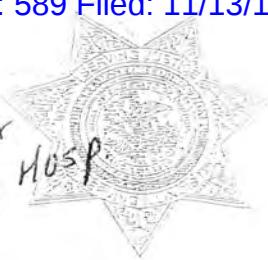
Dr. Vollmer or Nurse Practitioner did my "altendo" medication (given for need to have with thyroid issues + problems)

she cut my "ZOCOR" medicine in half. She listened to my heart, lungs, did physical check of stomach area. And the triage nurse was Paula Young who did intake forms. Per N.P. I'd be reseen in 6 months. Why wasn't the issues/problems presented + seriously addressed? Why do I have to remain in pain, suffer needlessly + leave unaddressed matters that clearly couldn't + shouldn't have been addressed + instead leaving me + the problems to get worse, hurt more + all to my detriment. Why NOT help me vs. "wont address"

And, that this grievance be handled not by simply going to HCVA Lindorff who wont even read it + will do her atypical response(s) from CSL "grievance memorandum" thereby completely ignoring the substance of the grievance but instead inquire as to the substance of the grievance with the subject of it, N.P. Vollmer who at least then can respond to it having been who I saw + encountered, NOT HCVA Lindorff who is a "registered professional NURSE" + I didn't see + is biased + prejudiced towards grievant. Yet counselor(s) (Beams/GANS) will write anything she says without any verification, eg: w/ NP Vollmer, + rubberstamp Lindorff's denials.

Brasília
Governo

RE: Grrevance
dated 9-19-17
@ to Nurse Pract. Vollmer
@ seeing me 9-12-17 @ Hospt
Governor



COPY

John Baldwin
Acting Director

SEP 22 2017

The Illinois Department of Corrections

6000 Linwood Road, P.O. Box 1527 • Gaithersburg, Maryland 20878-1527 • 301-961-2000 • Fax: 301-961-2001 • E-mail: info@mdcorrections.org

GREIVANCE MEMORANDUM

DATE: 9/20/12

— 2 —

ANSWER

— *Keine Bew.*

1145

Grundwissen Niere/Volumen DENTAL

The duplicate grievance and dental record of Mr. Ronald Kliner, B77152, was reviewed on 3-13-2017 by this writer. The issue has been addressed in a previous grievance Mr. Kliner has filed. See grievance response on 3-25-2017 and 3-13-2017. The writer believes that dental care is appropriate. Mr. Kliner's demands and expectations are unrealistic and are not clinically achievable in this setting. Mr. Kliner is encouraged to seek a second opinion or to file a grievance from prison. Proper policy and procedures are being followed in this matter. Grievance is withdrawn.

Dr. Wallace Strow
Dental Director

W. Brown, D.D.

9/22/2017

ATTN. TO: Governor Bruce Rauner
State of ILLINOIS
207 State Capitol
Springfield IL 62706

FROM: Ron Klins
#77152
P.O. Box 1700
Calgary AB
T2P 4R2

RE: RER for information pursuant to FOIA

DATED: 7-21-17

Dear Gov. Rauner:

Reference my RER for info I be sent
the following:

1) A copy of any info - information regarding (Klins)
Emergency #29230 that was doled by your
Gov. for Obinai & me in the documents
generated before Obinai & I do my money

2) A copy of the Education Center / IDOC
"budget" for 2016

I've written to you in Springfield & per fav
they don't have this info is all.

Please, direct me to whom can give this info.

Also, FYI the dentist @ HCC, Wallace
Francis Stew refuses to provide dental care
to me & he refuses to remove a tooth & place
refuses to replace mouthpiece lost at ~~the~~ ^{the} dental
for Military personnel. He does not ~~do~~ ^{do} it ~~do~~ ^{do} it
on commission being set to \$75.00, ~~but~~ ^{but} he ~~do~~ ^{do} it
otherwise, dental cost for ~~do~~ ^{do} it ~~do~~ ^{do} it
Resident for needing same ~~do~~ ^{do} it ~~do~~ ^{do} it
is wrong & odd as "what ~~do~~ ^{do} it" is paid in full. Ron Klins
Please Help!

my dental
records
1996 to
present
support
All things

ATTN TO: John M Froehlich, Vice President & CFO
WEXFORD HEALTH SERVICES
501 Holiday St. Pittsburgh PA 15220
From: RON KLINE B77152 PO 1700, Galesburg IL 61402
Re: FOI REQUEST PURSUANT TO FOIA of Illinois and as you
HAVE A CONTRACT WITH THE IDOC / STATE OF ILLINOIS;
along with a response to your UNKNOWN PERSON(S) / THE
RISK MANAGEMENT DEPT'S 9-20-17 to my 9-3-17
WRITTEN ATTN: DR. RITZ

DATED: 9-26-17

Copy,

DEAR MR. FROELICH-

Reference file above - I'm writing you as the
9-20-17 to me, from my 9-3-17 to DR. RITZ is a
joke for it is no way answers my 3 pg. letter sir.
See the letter & ask yourself how the response
Given COULD & SHOULD "Risk Right" NOT this supposed
"DT. RITZ".

I'm seeking permission to the FBI to the following:

1) A copy of all documents I used & sent to you, in the
7-20-17 "illegal" referral process for Endodontic F/u
& with DR. RITZ, and as well communications back
to DR. CO. IDOC, Hospital DR. Bautista. The referral date
was 7/31/17. (KLINE, Ronald B77152.)

2) YOUR DENTAL procedures, policy & for H.A.C.C. whereas
DDS DR. WALLACE FRANCIS STRAY, JR., WILL NOT perform
front cleanings, replace missing molar, remove calculus,
plaque, perform no scaling, debridement, will NOT issue
non formulary prescriptions for acetaminophen, ibuprofen, tylenol
2%, maxicaine, soft toothbrush, potassium toothpaste for
bleeding gums, will NOT examine, diagnose, treat
periodontal, gingivitis, fading teeth, stained dentists, and
I'd like copies of all documents regarding directives as
to these & for dental policies & procedures. Thank you -

CC: LISB
MADIGAN
ILLINOIS CITY
GEN/PAB
LAWYER
JON DOE
ATTY (3)
ET AL.

Chicago
Tulane
ET AL

Ron Klinek B-1152

RD. 1700
Galesburg IL 61402

Ly6AK
Pent. 11/17
M&T
Pecoria, IL P-500F 516
TUE 07 NOV 2017 PM

Attn. To: HON. JUDGE TORCE L. ALONSO
@ 219 S. Dearborn St.
Chg Tl. 60604

RECEIVED

NOV 13 2017

THOMAS G. BRUTON
CLERK, U.S. DISTRICT COURT

11/13/2017-12



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